



Information Technology Systems Engineer

Washington D.C. Area (Vienna, VA)

Alarm.com, a fast growth entrepreneurial technology company, is seeking an ambitious and self directed individual with broad based technical skills to join our IT team. This is a terrific opportunity to join a small but dynamic IT team where you will have a high degree of accountability and a wide variety of technical and project management duties related to managing our mission critical IT infrastructure. Our data is managed across multiple data centers hosted off site and data management is a crucial responsibility of our IT department. Alarm.com is expanding our technology into new markets and serves more than 500,000 end customers through more than 2,000 partners and dealers.

JOB DUTIES

- Plan, deploy and manage Windows technology infrastructure
- Schedule installations and upgrades and maintain them in accordance with IT policies and procedures
- Document systems, operating and troubleshooting procedures, and security standards in a searchable format
- Monitor and tune the system to achieve optimum performance levels. Ensure workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions
- Install, support, and upgrade servers, software, databases and related technology
- Deployment of production level software builds/releases
- Establish baseline models for operations, identify and analyze data to discover patterns and anomalies and make recommendations for improvements
- Ensure systems and processes are continually in compliance with a variety of protocols such as PCI, HIPAA and EU compliance
- Act as the liaison to third party Network Operations Center engineers for network monitoring and troubleshooting
- Facilitate automation of reporting and monitoring of NOC network and traffic performance
- After hours on call support on a rotating schedule and the ability to work after hours or weekends as required in a networking operations center environment

JOB REQUIREMENTS

- At least 4 years of hands on broad based IT experience including extensive working knowledge of Windows systems infrastructure including experience in an Active Directory environment
- Experience monitoring and/or managing Mission Critical IT infrastructure
- Fluency with networking protocols; experience with Cisco routers and switches a plus
- Experience with troubleshooting operating systems and applications
- SQL Server or other database management experience preferred
- Strong analytical and problem solving abilities
- Understanding of the impact of application performance on network operations
- Demonstrated ability to understand the intrinsic requirements of applications, tools, and network devices

For more information visit www.alarm.com or email careers@alarm.com.



- Excellent written and verbal communication skills and ability to interface with internal customers and third party vendors
- Self-motivated individual with proven ability to manage simultaneous complex technical projects
- Ability to function independently and drive projects to completion
- High degree of flexibility, good attitude, and a strong desire to learn are crucial to this role
- Ability to work after hours or on weekends as needed

COMPANY INFO

Alarm.com, founded in 2000, is the industry leading technology provider of interactive security solutions. Through advanced wireless monitoring, mobile and web-based services, and a proven hosted services platform, Alarm.com helps protect hundreds of thousands of residential and commercial customers throughout the United States and Canada. Alarm.com's products and services are offered exclusively through a network of over 2,500 licensed and authorized Security Dealers. Alarm.com's headquarters is located in Vienna, VA. For more information, visit www.alarm.com.

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