

## Systems Engineer

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Company: EMAPTA

Location: Bogotá

Category: computer-and-mathematical

### Job Description

#### Crafting Mortgage Futures: Join a Global Career Movement

Discover the pinnacle of mortgage excellence with our client, Evergreen Home Loans. Renowned as a trailblazer in the industry, they've garnered prestigious awards, including being named one of the 100 Best Companies to Work For and a Great Place to Work-Certified company. At Evergreen, they don't just offer mortgages; they craft futures, fueled by the belief that homeownership changes lives. Their commitment to delivering On Time and as Promised has earned them recognition and trust across communities. Join our client's team and experience the unparalleled satisfaction of empowering individuals and communities through homeownership. With Evergreen, you'll not only excel in your career but also be part of a movement that's shaping the future of mortgages, one relationship at a time.

#### A Preview of Your Role

Be part of our client's team **Systems Engineer**, where you'll provide top-level customer service, diagnose hardware and software issues, and maintain AWS EC2 virtual machines. Collaborate with colleagues to solve system problems, analyze data, and research new technology to enhance our systems and network configurations.

#### Crafting Futures: Your Mortgage Systems Journey

Employment type: Indefinite term type contract

Shift: Mon to Fri, 7 am to 5 pm

Work setup: Remote, Bogotá/Medellín

## **Ignite Impact: Your Mortgage Systems Mastery**

Demonstrate top-level customer service skills.

Diagnose hardware and software problems and replace defective components.

Build, monitor, and maintain AWS EC2 virtual machines.

Maintain and administer computer networks and related computing environments, including hardware, systems software, applications software, and all configurations.

Plan, coordinate, and implement network security measures to protect data, software, and hardware.

Operate master consoles in a Windows environment to monitor the performance of computer systems and networks, and coordinate network access and use.

Perform routine network startup and shutdown procedures and maintain control records.

Design, configure, and test computer hardware, networking software, and operating system software.

Recommend changes to improve system and network configurations, and determine hardware or software requirements related to such changes.

Collaborate with other System Engineers and System Administrators to solve existing system problems.

Monitor network performance to determine necessary adjustments and anticipate future changes.

Work with IT Service Desk Support to find and troubleshoot network-related issues.

Gather data on customer needs and use it to identify, predict, interpret, and evaluate system and network requirements.

Analyze equipment performance records to determine repair or replacement needs.

Maintain logs related to network functions, maintenance, and repair records.

Research and implement new technology or recommend its implementation.

Occasionally travel to branches if requested.

Occasionally perform special projects and other assigned duties.

## **Requirements**

### **Elevate Your Skills: Mortgage Systems Expertise Required**

Organized, efficient, and service-oriented; attentive to details.

Proficient in tracking and maintaining accurate logs and records.

Possesses strong interpersonal skills for effective collaboration.

Demonstrates autonomy in project work.

Exhibits good judgment, motivation, and diligence.

Works well with associates, clients, and vendors.

Communicates effectively.

Maintains neat, clean, and healthy work habits.

Advanced knowledge of Microsoft:

- On-prem Active Directory

- Microsoft 365 Admin Center and Apps

- Servers from 2016 to current

Familiarity with Azure:

- Entra ID

- Blob Storage

- Defender

Expertise in network and switching configurations and maintenance:

VLANs, IP subnetting, static routing, and OSPF

Experience with 802.1X a plus

Knowledgeable about Palo Alto Networks:

Palo Alto Next-Generation firewalls and Panorama

Prisma Access GlobalProtect VPN

Prisma SD-WAN

Proficiency in Amazon Web Services:

VPC

EC2s

WorkSpaces

Optimization and Cost Management

Skilled in virtual phone systems and configuration:

Zoom preferred

IVR

Experience in enterprise backup administration.

## **Benefits**

### **Fuel Your Success: Perks of Joining the Mortgage Revolution**

5 Days work week

Work-Items provided (laptop, mouse, and headset)

Indefinite term type contract

Additional vacation leave

Direct exposure to clients

Career growth opportunities

Supportive work environment

Prime Office Locations - Bogotá and Medellín

Access to Emapta Academy for upskilling

Prepaid medicine coverage

## **Welcome to Emapta Colombia!**

At Emapta, you're not just joining an industry-leading outsourcing provider; you're becoming part of a community that celebrates the rich cultural tapestry of Colombia. Our track record of success and diverse international clientele across various industries provide a solid foundation for your career. With over 700 global partners preferring to open remote jobs in the country, our vision is to help you and thousands more Colombians reach your full potential and dreams without the need to leave the country and work abroad.

Join forces with passionate professionals who share the desire to make a meaningful impact through premium global opportunities, all at your fingertips. Emapta isn't just a company; it's a community that values the balance between work and life. Start a truly exciting journey with us and discover how your talent can flourish in a setting that celebrates the spirit of Latin America.

#EmaptaExperience

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static routing, and OSPF Experience with 802.1X a plus Knowledgeable about Palo Alto Networks: Palo Alto Next-Generation firewalls and Panorama Prisma Access GlobalProtect VPN Prisma SD-WAN Proficiency in Amazon Web Services: VPC EC2s WorkSpaces Optimization and Cost Management Skilled in virtual phone systems and configuration: Zoom preferred IVR Experience in enterprise backup administration.

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