



ZM Financial Systems is seeking a Software Support Engineer in our Cary, N.C. headquarters. The Software Support Engineer must have a deep and broad knowledge of computer software, hardware and networks, especially SQL servers. The ideal candidate will be able to navigate our clients' diverse host networks, understand the scope of deployment requirements and be a trusted technical advisor. You will also be instrumental in assisting our Sales team in closing new business deals with your technical knowledge of system requirements. While our solutions provide risk analytics, asset/liability management and pre-trade analytics to some of the world's largest and most sophisticated financial institutions, financial knowledge is not required.

Responsibilities Include

- Assist Clients, Support and Implementation teams with technical issues including, but not limited to, the definition of needs, benefits, technical requirements
- Assist in configuring hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements
- Conduct technical research and development to enable continuing innovation within the infrastructure
- Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff, volunteers, and Partners
- Develop and maintain installation and configuration procedures
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups
- Perform regular security monitoring to identify any possible intrusions
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary
- Perform regular file archival and purge as necessary
- Create, change, and delete user accounts per request.
- Repair and recover from hardware or software failures

Additional requirements include:

- Bachelor's degree in Computer Science
- Systems Administration/Systems Engineer experience with SQL Servers



- Experience with Microsoft Operating Systems 2007 or higher (32- or 64 bit) and Microsoft SQL Server 2008 or higher
- Outstanding verbal and written communications skills
- Well-organized self-starter, able to handle multiple tasks with minimal oversight
- Project management experience
- Quick study with the ability to learn and apply new information, think on your feet and problem-solve independently

Benefits:

- Competitive Salary
- 401k plus company matching
- Company paid medical, dental and vision insurance

Submission:

- Please send cover letter and resume directly to: allyson.beback@zmf.com
- Solicitations from third-party recruiters not accepted