



# MATRIX

## Applications Support Engineer

We are looking for an Applications Support Engineer to provide technical assistance to customers, internal technicians, affiliates, and contractors through diagnostics and troubleshooting of Frontier software, user applications and hardware equipment. Applications Support Engineer also perform Frontier software upgrades. Support methods include phone, virtual connection, and at the customer site.

### Location

Miamisburg, Ohio

### What we are looking for

- Undergraduate degree - Computer Science, Computer Engineering, MCSE with SQL certification, or equivalent work experience
- Must have technical background and experience in SQL, SQL Replication, and various MS-Windows operating systems
- Must have technical background and experience in network development and troubleshooting
- Proficient knowledge of Microsoft office, computer language, electronics, electronic components, and computer hardware
- Remote support experience, such as: PCAnywhere, RPD, telnet, RAS, VPN, FTP

### What will you be doing

- Management of software upgrade projects from sales handoff up to project completion
- Installation, conversion, and upgrade of Frontier software
- Installation of third-party software
- System configuration: servers, workstations, Building Controllers, and related hardware
- Specialized services: badge designs, system setup, networking, securing, scripting, report writing, and specifying systems (hardware/software) to meet the customer requirements
- Database administration and management
- Advanced system administration and customer training (both Frontier and third-party software)
- Customer support: finding and resolving issues, training, and customer hand holding
- On call rotation for software support to customers and internal technicians
- Test software and hardware: Frontier and third-party
- Perform other duties as assigned
- Position requires some nationwide travel

### What makes you special

- Technical knowledge of Windows, SQL, TCP/IP, and networks
- Achievement oriented
- Ability to work independently
- Superior customer service skills
- Excellent communication skills
- Familiarity with access control hardware, is a plus
- Knowledge of video and virtual environments, is a plus



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For consideration, please submit your resume with salary requirements to [hr@matrixsys.com](mailto:hr@matrixsys.com) and reference "Applications Support Engineer" in the subject line.

We are an Equal Opportunity Employer.