



**Infrastructure Engineer**  
**THI Information Technology**  
**(FT-Temp 170020)**

**COMPANY SUMMARY**

The mission of the Texas Heart® Institute is to reduce the devastating toll of cardiovascular disease through innovative programs in research, education and improved patient care. Texas Heart® Institute is a nonprofit organization founded by Dr. Denton A. Cooley in 1962.

Texas Heart® Institute is a nonprofit organization in the truest sense. Unlike most institutions that have a source of operating revenue, Texas Heart® Institute relies solely on government grants, research contracts and, above all, philanthropy. In fact, donations from grateful patients, foundations, corporations, physicians, and the general public account for more than half of the Institute's annual operating budget.

For more information, please visit our website at [www.texasheart.org](http://www.texasheart.org)

**POSITION SUMMARY**

The Infrastructure Engineer is a high-profile position and reports directly to THI's IT leadership. The position which resides within the IT team and collaborates with other members of the team to provide superior customer service. This position will serve as the subject matter expert in utilizing 'Best Practices' to support the current IT infrastructure for 24/7 operational availability to THI's research community.

The Infrastructure Engineer will be providing technical expertise in the implementation, support, back-up recovery and operational maintenance of a predominantly Cisco, Citrix, Dell, EMC, HP, VMware environment.

**PRIMARY RESPONSIBILITIES**

- Manage storage, backups, local and disaster recovery
- Monitoring and support of Network infrastructure including wireless
- Support for Virtual servers (VMware) and maintain availability at all times
- Support for desktop and laptop computers
- Support for Active Directory, Exchange Server
- Preemptive maintenance on system resources like disk space, mailbox space
- Recommend and implement 'Best Practices' to stabilize IT Infrastructure
- Identify and advise new products and vendors
- Contact and accommodate specialist firms on service appointments
- Report to leadership
- Assure highest level of professional solutions
- Always keep the organization's interest in mind
- Mentor team members

## **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- Bachelor Degree in Computer Science or related field or additional 4 years of professional practice
- Microsoft Certified Technology Specialist (MCTS) Certification completed within last 5 years
- 3-7 years extensive work experience in Cisco switching & routing and firewalls
- 3-5 years of VMware, preferably with later versions (ESXi v5.5)
- 3-5 Years of SAN and host storage equipment
- 2-3 Years of security principles, practices and protocols
- 2-3 years of network design including dynamic routing and switching protocols in a high availability architecture
- Must be self-motivated and capable of working independently and within a team environment
- Demonstrated commitment and ability to provide exceptional service to internal users at all levels
- Excellent communication skills with the ability to write, understand, and converse
- Expert problem solver that is capable of rapid adaptation to new technology

## **PREFERRED QUALIFICATIONS AND SKILLS**

- Master degree in Computer Science or related field
- Relevant and current certifications in Microsoft, Cisco, EMC or VMware technologies

### Operations Environment:

- MS Windows DataCenter, MS Exchange, MS Lync, MS Dynamics GP, MS Remote App, IIS Web Server  
MS Windows 7 and 8.1 desktop for clients
- MSSQL database installations expertise
- SysAid help desk system

## **HOW TO APPLY**

All qualified candidates please submit your resume to: [careers@texasheart.org](mailto:careers@texasheart.org) with subject title “**Infrastructure Engineer**”