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Second Factor Inc (SFI) is looking for a highly adaptive individual to begin implementing and integrating Keyfactor's solutions into their infrastructure and applications. The position will involve working directly with customers to install the software components and troubleshoot issues when they arise. Additionally, the Solutions Architect will be responsible for specific integrations with a customer's enterprise IT systems (i.e. web servers, networking platforms, ticketing systems, etc.). Overall we are looking for an excellent communicator to integrate into our amazingly talented team.

### **Job Description:**

- Be flexible and effectively manage time and tasks in a dynamic, rapidly growing company
- Operate in our strictest, most complex, and involved customer deployments
- Help our customers design, implement and take full advantage of Keyfactor solutions including:
  - Working with Keyfactor Sales to ensure the customer is delivered the best solution possible
  - Conducting design workshops with customers
  - Documenting solution designs for customer approval
  - Ensuring customers prepare their personnel, systems and processes to take full advantage of Keyfactor solutions
  - Implementing Keyfactor solutions using a collaborative approach which improves Keyfactor adoption with our customers
  - Working with customers to test the Keyfactor solution and receive customer acceptance
- Ensuring Keyfactor Operations can successfully support our customers
- Help our team deliver Keyfactor solutions efficiently and effectively by:
  - Building automation in all aspects of the project lifecycle
  - Working with Keyfactor Product teams identifying new features and submitting bugs
  - Increasing team efficiency by documenting common architectures and solutions
  - Ensuring knowledge gained while implementing customer solutions is disseminated to all of Keyfactor
  - Ensuring that our customer's requests are addressed quickly and to our customers satisfaction

### **Job Requirements:**

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- Minimum 5 years of experience in large enterprise IT environments (via services delivery, consulting, or employment)
  - Strong and effective written and verbal communication skills in a consultative manner with customers and other external stakeholders
  - Be respectful, flexible, and effectively manage time and tasks in a dynamic, rapidly growing company
  - Effective time management, project management and prioritization skills with the most complex customers, problems, and deployments
  - Possess excellent oral and written communication skills with the ability to communicate at both a technical and business level with technical staff and/or Executives
  - Proficiency with Windows Server operating systems

### **Technical Requirements**

- Understanding of core networking and infrastructure fundamentals
- Advanced, methodical, and expedient technical troubleshooting and problem-solving skills
- Advanced scripting development using various Microsoft tools (SQL, PowerShell, etc.)
- Willingness to learn new languages, technologies, and APIs as needed to meet customer requirements
- Relevant industry certifications a plus
- DevOps and Automation (Ansible, scripting bash/PowerShell, Jenkins, Puppet) a plus
- Understanding of core networking and infrastructure fundamentals
- Java Application Servers, JBoss, Wildfly Database Servers, MySQL, MariaDB, MSSQL
- Existing security clearance a plus
- Comprehensive knowledge of Active Directory
  - Active Directory Certificate Services
  - Active Directory Federation Services
- Knowledge of Kerberos protocol and other authentication protocols a plus
- Familiarity with Public-Key Infrastructure (PKI), digital certificates, and cryptography
- Proficiency with Unix/Linux
- Knowledge of EJBCA
- Knowledge of Entrust

### **Job Type:**

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- Full-time

**Benefits:**

- 401(k)
- Dental and Vision insurance
- Health insurance
- Life insurance
- Paid time off

**Ability to commute/relocate:**

- Reliably commute into Washington DC

**Education:**

- High school or equivalent (Preferred)

**Experience:**

- Minimum 5 years of experience in large enterprise IT environments (via services delivery, consulting, or employment)

**Work Location:**

- One location

Second Factor is an equal opportunity employer and does not discriminate or allow discrimination on the basis of race, color, religion, gender, age, national origin, citizenship, disability, veteran status or any other classification protected by federal, state, or local law.