

Sr. Support Engineer

The Sr. Support Engineer will be responsible for supporting end users as well as server, network and security infrastructure. The Sr. Support Engineer will deliver on-site and project based IT services to our customers with the highest level of customer care and attention to detail.

The ideal candidate will have at least 5 years of IT and security experience, a background in networking and windows server administration, good communication skills, and the ability and desire to provide outstanding support for networks, servers, workstations, and end users.

Responsibilities:

- Provide administration on Windows 2000/2003 servers
- Install, configure and support corporate applications
- Configure and support directory services
- Support DNS/DHCP services
- Manage backups and IT disaster recovery operations
- Exchange Server implementation and support
- VPN/Firewall implementation and support
- Administer server hardware at the co-location facility
- Administer customer network and systems infrastructure
- Implement IT and Security policies
- Assist in desktop deployment (Windows XP/Linux) as needed
- Assist in asset management as needed

Qualifications:

- Substantial experience within a production environment
- Strong Microsoft Systems Administration experience
- Strong system and network troubleshooting skills
- Extensive knowledge of Active Directory
- Extensive knowledge of TCP/IP, Ethernet and wireless technologies
- Extensive knowledge of DNS, DHCP, SMTP
- Experience with Symantec Backup Exec
- Major Industry Certification (MCSE or MCSA)
- Strong self-starter who is capable of working independently
- Knowledge of Linux is plus