

## Senior Deskside Specialist/Network Admin.

The Senior Deskside Specialist/Network Administrator will provide technical support to staff of Resolute and/or its clients as assigned. They will be responsible to ensure issues are resolved within established service levels. They will have strong end-user interaction/communication skills, the ability to recognize potential problems and take appropriate preventative action, the ability to support a wide variety of users through phone and email communication as well as personal interaction and be willing to travel occasionally to other client and/or office locations. May be asked to lead or direct the work of lower level support personnel. Reports directly to the helpdesk manager.

### Areas of Expertise, Skills and Abilities

- Respond to email requests for technical assistance through established helpdesk ticketing system
- Analyze and diagnose second level problems reported by end-users and formulate viable solutions to satisfy user's requirements
- Resolve complex end-user issues in consultation with other consultant specialists and/or analysts
- Assess recurring issues and create automated processes to eliminate the need for repeated manual tasks
- Troubleshoot and resolve issues with workstation hardware and software
- Perform network administration tasks as required
- Setup and deploy IT equipment for new employees
- Add/Change/Remove End user PCs, phones and peripherals
- Assist with data backup systems as well as restoring user data as needed
- Remote desktop support for client, corporate and home office employees
- Work with fellow members of the IT department to accomplish assigned projects
- Maintain hardware and software inventory
- As required, train users in various software and operating system activities
- Receives general direction on key objectives and guidance on complex unconventional problems when required
- Performs departmental and/or corporate office moves and additions
- Ensures RTS standards and policies are solidly applied throughout the desktop environment
- Create or develop desktop standard processes and procedures for both internal and external clients
- Evaluates, recommends and implements desktop tools for both internal and external clients
- Recommend improvements and/or appropriate changes to policies and procedures
- Coordinate, provide leadership and coach other desktop analysts within the defined support team
- Maintain a library of build images and related process documentation
- Document OS and application bug fixes

If you're getting feedback like this you'll enjoy the Resolute environment:

*"One of the most talented individuals I've ever worked with. An amazing ability to work at a detailed level while still having the foresight and knowledge to head off problems before they arise. They are always considering what's right for our business with a real customer focus."*

- Perform other related duties as assigned

### Experience/Education

- 7+ years delivering successful IT and business project implementations
- Computer Science degree, College diploma or equivalent experience and training
- Certifications such as MCSE, Network +, A+, CCNA, RHCP a definite plus
- 5 years progressive experience in information systems positions
- 7+ years experience working in a PC/Mac Support or helpdesk environment with Microsoft centric product such as Windows, Outlook and Office and Mac products such as Mail, iCal, Entourage etc.
- 7+ years experience installing and maintaining personal computers and servers and related hardware, software, printer and networks
- Proficient experience with audio visual equipment
- Technology infrastructure selection and implementation experience
- Windows 2003 server systems and Active Directory
- Exchange 2003
- Remote takeover tools and technologies
- Strong troubleshooting ability with the ability to communicate with other technical groups within the IT department
- Must have good understanding of network concepts, such as DNS,DHCP,TCP/IP, etc.
- Ability to build Windows based workstations and install software applications
- Experience with Microsoft's automated desktop deployment tools is required
- Experience with application packaging and desktop management systems is required
- The ability to create processes, procedures and set technical direction for the other techs on the support team
- Act as a technical leader who can assist junior techs in troubleshooting more advanced issues
- Create and maintain PC support documentation for reference and team building
- Must be familiar with commonly used concepts, practices and procedures

### Knowledge Areas

- Effective time management, decision making and organization skills
- Ability to manage deadlines and work under pressure
- Ability to deal effectively with coworkers and professional staff
- Must be able to interpret business requirements and translate them to technical terms
- Must have strong interpersonal and communications (oral/written) skills
- Must have a strong service ethic
- Flexibility to work extended hours when necessary and deal with change effectively
- Ability to work effectively and efficiently in a fast-paced environment
- Ability to work independently and in team environment
- Be highly motivated and be able to troubleshoot wide ranging services and applications with minimal guidance
- Be customer service orientated and must be able to work on project based tasks
- Ability to interact effectively with employees, management, suppliers, and legal/government representatives
- Ability to bring in projects on time and on budget

- Able to analyze problems and make decisions
- Be open to and research new ideas and methods
- Able to prioritize jobs
- Strong working knowledge of Windows operating systems, networks, firewalls and remote access
- Strong knowledge of MS Office & MS Outlook/Exchange
- Reliability and good organizational skills are essential
- Setup and configure Active Directory User accounts and Exchange mail accounts
- Assist in troubleshooting and supporting VoIP phone systems