

Senior/Infrastructure Specialist*

The Senior/Infrastructure Specialist works as part of the Infrastructure Managed Services team to plan, design, implement and provide advanced level technical support for Resolute and its clients.

Areas of Expertise, Skills and Abilities

- Infrastructure Analysis and Design
- Technology Research
- Advanced Troubleshooting and Problem Resolution
- Technology Selection Process, Implementation and Integration
- Facilitation - Working with groups to obtain results
- Communication - Strong analytical and communication skills with outstanding written and verbal skills
- Organizational - Excellent ability to organize information, manage tasks and use available tools to effectively obtain results
- Process oriented

Project Design and Implementation

Technical Design and Implementation of new infrastructure for Resolute and client projects in the following areas of expertise:

- Server Virtualization
 - VMWare vSphere
 - Microsoft Hyper-V
- Server Hardware
 - HP, Dell, IBM
- Infrastructure Hardware
 - Fiber Channel and iSCSI SANS
 - NAS Appliances
 - Firewalls, Switches
 - Wireless Access Points
- Operating Systems
 - Windows, Linux, Mac
- Server Applications
 - Web
 - SQL
 - Exchange
 - File services
 - Anti-virus
 - BES and ActiveSync
 - Backup software
- Disaster Recovery and High Availability
 - Disaster Recovery planning
 - High Availability planning

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."

- On-Premise and Cloud solutions
- Documentation of technical architectures and solutions
- Warranty support for implemented solutions

Server and Network Design and Advanced Support

- Performance Monitoring and Tuning Design
 - WAN/LAN
 - Server hardware
 - Monitor system security and take corrective action if required
- Maintain the Resolute wide area network services including:
 - WAN/LAN
 - Internet services
 - Telephone switch
- Develop new and/or enhance existing policies that pertain to:
 - Resolute wide area network and computer usage policies
 - Resolute wide area network security
- Advanced Level 3 Support of core infrastructure. This includes (but not all inclusive):
 - Email
 - IIS Web
 - Active Directory
 - Firewalls
 - Internet
 - SQL servers
 - Virus control software
 - Ensure all servers are running with the most recent and appropriate hardware, software and system patches and updates
 - Vulnerability assessments and reporting
 - Ensure all backend software is running with the most recent and appropriate service packs
 - Video conferencing
- Update Infrastructure support tickets in accordance with the established or documented procedures
- Other special projects/services as assigned for Resolute and/or its clients

Reporting Requirements

- Prioritize outstanding issues and manage user expectations
- Escalate high priority issues reported using established guidelines
- Document and maintain new application and operating system installations and configurations
- Document and maintain procedures
- Document and maintain logs of tape backup/procedures
- Document and maintain environmental configuration documents including but not all inclusive: change logs, change requests, network diagrams, IP information, hardware and software inventories, etc.

 **Experience/Education**

- Minimum of 7 years of progressive experience supporting and/or designing solutions in the indicated technologies with the last 2 years being at an intermediate to senior level
- Relevant certifications in the indicated technologies considered an asset
- Strong delivery record of satisfying business requirements with IT solutions

*Position level dependent upon skills and experience