

Field Operations Messaging/Desktop Engineer

Description

This position will be part of a team of operations engineers providing messaging and desktop operational support for the client. This includes the possibility of working evening or night-time shifts and on weekends.

The operations engineer will participate in operational duties according to ITIL standards and methodologies.

Job Functions:

- Incident and service request resolution.
- System recovery and root cause analysis.
- System monitoring and preventative maintenance, with a focus on 24x7 uptime.
- Documentation of systems and services, including configuration, inventory and system recovery processes.
- Continual service improvement.

The operations engineer will assist in service recovery efforts during system-wide or high visibility outages that impact the Client. This will require promptly and regularly communicating needs and system status to the team manager.

The operations engineer must possess organizational, communication, prioritization, and problem-solving skills. Must be able to automate, standardize and streamline operational efforts to improve efficiencies. Should have a strong focus on outage prevention and service delivery within established timelines. Must be a highly-focused, execution-oriented self-starter who seeks direction and input when needed. Must follow and support operational best practices, policies and standards.

The operations Engineer works closely with team members, a team manager, and the engineering and support organizations to ensure we meet customer expectations for systems availability, capacity and performance. Should have a customer service focus and work to establish a trusted-partner relationship with our many remote offices around the world.

Messaging-Desktop Responsibilities:

- Manage the configuration of enterprise messaging and desktop systems.
- Perform backend messaging and desktop system updates and upgrades.
- Manage administrative rights for performing operational and support function.

Qualifications

- Bachelor's degree in Computer Science or related field, or equivalent experience.

- Expert knowledge of applicable hardware and software technologies with 10 years experience of relevant industry experience.
 - Ability to communicate clearly and concisely.
 - Experience supporting and sustaining solutions to meet high availability requirements.
 - Ability to resolve technical issues spanning multiple technical and/or functional areas.
 - Ability to work with and an understanding of messaging, networking, operating systems (Unix/Linux/Windows), hardware, monitoring, intrusion detection, database, web services, etc.
 - Working experience and a deep understanding of messaging and desktop based technologies.
 - Competency for these technologies include
 - o LANDESK, Imaging and desktop deployment
 - o Client productivity software (Word, Outlook, Excel, PowerPoint, etc)
 - o Antivirus and personal firewall, Local client side encryptions
 - o Active directory, DNS, etc
 - o Rights, user accounts, file sharing, drive mapping, etc.
 - o Desktop recovery
 - o SMTP, Microsoft Exchange, Microsoft Communicator, Blackberry Enterprise Server, Sendmail, NetMail, List Servers etc
 - o Anti SPAM / Anti Virus solutions (ProofPoint, Microsoft ForeFront, Sophos, etc)
 - o Spoofing, Fishing and other security risks
 - o Video conferencing
 - The ability to adapt and work with people of different nationalities and cultures around the Globe. Language capabilities other than English are beneficial.
- <http://www.slc-staffing.com>