

## **Systems Engineer - Windows**

Provides support to the Technology Services and Support Department with the installation, configuration and testing of Windows 2000/2003 Server software and hardware. Performs maintenance, installs service packs, security patches, and schedules backups. Performs restore of user files when requested. Logs all changes and updates to servers and software.

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### Essential Functions:

- Provide administration and support of all Windows servers of RxAmerica, including security, monitoring, maintaining, reorganizing, and performance tuning.
- Manage user accounts, profiles and roles.
- Assist in the setup of test environments by loading application software, and adding user accounts.
- Assist in testing of system software and hardware upgrades.
- Work with developers and third-party vendors as necessary for application software upgrades, O/S upgrades and enhancements.
- Is available for after-hours technical support for software/hardware issues. This may occur any day of the week, during pager rotation, any hour of the day (24 X 7).
- Responsible for effective communications with systems technical team and users.
- Participates in the development of departmental standards, guidelines, and methodologies. Adheres to and enforces departmental standards, guidelines, and methodologies.
- Develop plans, task definitions, and estimates for efforts and projects of all sizes.
- Achieves job related educational and training goals.
- Provides management with status reports on all assigned tasks.
- Travel may be required

### Education:

- Bachelor degree or equivalent work experience can be substituted
- 3-4 years in Windows server administration role.

### Specific Knowledge and Skills Required:

- Intermediate to Advance knowledge of, Windows Server 2000/2003, IIS Server, Citrix MetaFrame Server, LANDesk Suite, BES Server, Exchange 2003, and other business applications.
- Effectively communicate with users and department management regarding status and progress of assigned work.

### Work Conditions:

- Work Week: 40 Hours
- Overtime: No