

# SYSTEMS ADMINISTRATOR IN WASHINGTON, DC

## Role and Responsibilities

### **(Primary Duties):**

- Provide Tier III IT support for core services such as: File Share, Network Connectivity, VPN, Print Services, web services, eVault, Microsoft Exchange Services, etc.
- Troubleshoot and resolve Tier III tickets
- Coordinate with Problem Management in identifying problem and trends to reduce incidents
- Utilize various network monitoring applications
- Able to display multi-tasking competency
- Solve complex problems in a complex, large-scale, and multi datacenter environments
- Installation, configuration, administration and troubleshooting Microsoft products
- Perform advanced server administration duties
- Working remedy incidents related to server issues
- Troubleshooting issues related to server performance
- Create and maintain appropriate technical documentation associated with enterprise projects and systems
- Support operational transition of enterprise solutions into productions
- Collaborate, document, and share information to improve the team toward providing outstanding customer support

### **(Secondary Duties):**

- Background using Windows Server 2008/2012
- Windows 7 and 8.1 OS
- Familiarity with Active Directory, DNS, and Group Policy administration
- Skilled in planning and executing maintenance activities
- Understand Microsoft-centric infrastructure
- Working knowledge of Remedy
- Knowledge of enterprise IT services and technologies, including networking systems and protocols, directory services, configuration management, and cloud platforms
- Outstanding customer service with strong communication skills, sound judgment, negotiating, and decision making skills

- Experience VMware, DNS/DHCP, File/Print Services, scripting, and VNX desired
- Basic knowledge of Power Shell and command scripts
- Excellent customer service skills
- Able to manage and prioritize multiple tasks
- Strong verbal and written communication
- Qualifications and Education Requirements

**(Clearance):**

- *Candidates must be US citizens and able to obtain and/or maintain a Department of Defense Top Secret security clearance as a condition of employment*

- SSBI

**(Education):**

- Required:
  - Bachelor's Degree in Information Technology, Computer Science, or equivalent experience
  - CompTia Security+ CE, CCNA-Security, or GSEC in good standing (IAT-II or higher)
  - Current (within past 05 years) computing environment certification; Ex. Microsoft MTA/MCSA/MCSE

**(Experience):**

- Required:
  - Hands on technical experience (05 years)
  - VMware 5.x+ (03 years)
  - IAVM Compliance (02 years)
  - Microsoft Windows Desktop 7+ (04 years)
  - Microsoft Windows Server 2008+ (05 years)
  - Microsoft Active Directory (05 years)
  - Microsoft Group Policy Administration (02 years)
  - Microsoft Powershell (03 years)
  - Microsoft DNS (03 years)
  - Microsoft DHCP (03 years)
  - Microsoft File/Print Services (03 years)
- Preferred:
  - DoD Cloud (02 years)
  - Microsoft Hyper-V 2008+ (02 years)
  - Microsoft Virtual Machine Manager (VMM) 2008+ (02 years)
- VMware SRM 5.x+ (02 years)

Send Resume to [careers@intellectualpoint.com](mailto:careers@intellectualpoint.com)