

DATE: 1/1/2010

JOB DESCRIPTION: **Consultant**

EDUCATION: Associates Degree or higher preferred.

EXPERIENCE: 2-4 years experience deploying, managing and supporting desktops and servers in an end-user environment. Strong customer skills required. Should have one or more of the following certifications:

Microsoft MCSE

Cisco CCNA/CNP

EMC/NetApp SE Accreditation

VMWare VCP

Technical Background: Familiarity and fluency with the following products and skills.

Functional Area	Skills Required	Products Supported
Desktop Operating Systems	<ul style="list-style-type: none">• Build new systems• Migrate data and applications from old to new systems• Configure browsers and security• Configure and enforce desktop policies• Configure print drivers• Batch files and scripts• Install and activate desktop applications• Configure network settings• Repair corrupted or damaged OS's	<ul style="list-style-type: none">• Microsoft Windows 2000, XP, Vista• Apple and/or Linux a plus• Ghost or other system imaging software *
Security	<ul style="list-style-type: none">• Anti-virus• OS Patching• Spyware• Personal firewalls• Firewall platforms• Password management• Development of security policies and procedures• Remediation of infected or compromised computers	<ul style="list-style-type: none">• Symantec, McAfee, FProt; Trend Micro, AVG and other anti-virus software *• AdAware, SpyBot, SpySweeper or other anti-spyware applications *• Microsoft SUS or other patch management *
E-Mail	<ul style="list-style-type: none">• Configure e-mail clients• Manage desktop mail repositories, (Outlook PST and other files)• Create and edit e-mail rules• Archiving• Mail migration	<ul style="list-style-type: none">• Microsoft Exchange 2000, 2003, 2007• Outlook client with Office XP, 2003, 2007• Web-based e-mail clients *

Functional Area	Skills Required	Products Supported
Server Engineering & Administration	<ul style="list-style-type: none"> • Hardware setup and configuration • RAID disk configuration • Operating system installation • Practical knowledge of Active Directory • Mastery of DNS, DHCP and other TCP/IP concepts • Manage shared file and print resources • Server-based applications: IIS,FTP server, Index Server, Internet Authentication Server, SharePoint • Terminal Server 	<ul style="list-style-type: none"> • Microsoft Windows 2000, 2003 Server • Microsoft Small Business Server 2000 & 2003 • Beneficial, but not required: Linux, Solaris
Help Desk	<ul style="list-style-type: none"> • Calling & logging of support calls • Remote assistance • Problem escalation 	<ul style="list-style-type: none"> • Microsoft Outlook • Kaseya * • Connectwise *
Troubleshooting Problems	<ul style="list-style-type: none"> • Network or Internet connectivity • Printing • Desktop application problems 	<ul style="list-style-type: none"> • Kaseya * • Connectwise * • Knowledge bases • Support channels
Desktop Applications	<ul style="list-style-type: none"> • Install desktop applications • Manage optional features and clip-art • Activate and manage software licensing • Troubleshoot problems • End-user assistance 	<ul style="list-style-type: none"> • Microsoft Office 2000, XP, 2003, 2007 (consisting of Excel, Word, PowerPoint, Access and Outlook)
Laptop Computers, Home & Mobile Computing	<ul style="list-style-type: none"> • Configure mobility options (modem or wifi) • Data synchronization • Configure home wifi firewall/routers 	<ul style="list-style-type: none"> • SmartSync * • Microsoft wireless networking • Linksys or NetGear wireless routers * • SonicWall VPN *
Network Infrastructure	<ul style="list-style-type: none"> • Connect servers and workstations to computer networks • Configure TCP/IP settings on pc's, servers, printers, and other devices • Install smaller switches, routers and firewalls • Troubleshoot and solve network problems • Microsoft Active Directory 	<ul style="list-style-type: none"> • Cisco switches, routers and firewalls • Linksys, Netgear and other small switch / firewall / router appliances • Microsoft server-based network applications
Backup	<ul style="list-style-type: none"> • Install and configure backup software • Arrange backup schedules • Test backup recovery • Troubleshoot failed backups 	<ul style="list-style-type: none"> • Symantec Backup Exec, Net Backup * • Microsoft Backup • Computer Associates ArcServeIT • Legato
Pager Coverage	<ul style="list-style-type: none"> • Pager rotation for off-hours coverage 	<ul style="list-style-type: none"> • See above.

* Substitute experience adequate in some cases.