

DATE: 1/1/2010

JOB DESCRIPTION: Support Center Associate I

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.

SKILLS: 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 Desktop and Server OS• Apple and/or Linux a plus• System imaging and/or deployment 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 *• 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• Outlook client with Office• 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 Server • Microsoft Small Business Server preferred • Beneficial, but not required: Linux, Solaris |
| Virtualization | <ul style="list-style-type: none"> • Create and Manage VMWare Guests • Assign and manage virtual disks • Manage shared storage (iSCSI, Fibre SAN) | <ul style="list-style-type: none"> • VMWare ESX • Hyper-V |
| 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"> • 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 IOS • HP ProCurve • SonicWall • 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 BackupExec, • Acronis • Zenith Backup • Image-Based DR solutions |
| 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.