

# PDS CONSULTING

## Job Description and Requirements

---

**Title:** IT Solutions Engineer

**Reporting Senior:** Consulting Services Manager or Senior Management

### **Job Objective:**

The successful candidate will be expected to work diligently and without direct supervision, to use analysis, consulting, and problem solving skills to resolve client issues presented to them in a thorough and timely manner, while providing exceptional oral and written communication in the form of status updates and issue resolution documentation to ensure that client needs are met in all circumstances.

The candidate will be responsible for installation, problem solving, and handling customer servers, applications and operating systems, confidential and/or sensitive data, network equipment and printers, as well as company proprietary application support.

This position requires some duties to be performed outside normal working hours in order to minimize the impact on clients. Furthermore, it is required that the candidate be able to respond quickly to resolve system problems after hours, on weekends, and holidays as required by our clients.

### **Job Location:**

The primary job location is the Morristown, Tennessee; however, travel is required to client sites outside of the Morristown area.

### **Equipment:**

Work activities will generally involve the use of servers, personal computers, printers, and network equipment from various manufacturers. Electronic testing equipment and cable-making tools are also used. All Necessary equipment will be provided by PDS Consulting

## Standard Job Duties:

- Thoroughly review, analyze, and document details regarding client IT infrastructure and make valuable recommendations directly to client contacts and business owners on how to improve said infrastructure to help ensure client business continuity and reduce downtime.
- Perform system management duties on windows servers and workstations, manage enterprise directory services, install and manage network equipment for various and diverse individual client networks.
- Effectively document, troubleshoot, and resolve server, workstation, and network problems and research issues when necessary.
- Install and/or deploy a wide variety of software including Microsoft Office products, all versions of Windows-based operating systems, and other line of business software.
- Manage client system backup functions to ensure reliable archival of all system data using a variety of technologies.
- Manually Remove Malware
- Install operating systems, drivers, and software as needed.
- Maintain internal databases on computers and network information and document configuration changes as they are made.
- Create and maintain accurate time logs of services rendered as service is delivered to clients.
- Research, identify, recommend, quote, and purchase computer and network equipment of all kinds.
- Conduct and accurately interpret the results of diagnostics and testing on computer and network equipment.
- Install a wide variety of hardware including all types of hard drives, memory, CD/DVD drives, motherboards, network cards, printers, scanners, and network equipment.
- Interconnect network devices to build functioning networks.
- Conduct routine cleaning and preventative maintenance on equipment.
- Perform other duties as assigned.

## General Requirements

- Ability to follow and implement instructions of a moderately complex nature.
- Must have reliable transportation, insurance, and a clean driving record.
- Ability to carry, setup, and climb a 6ft type IA ladder.
- Ability to lift and transport servers, computer terminals, microcomputers, printers, and network equipment.
- Individual must be able to work with standard computing input and output in order to perform assistance duties.
- Individual must be able to pick up and move moderately large printers and computer equipment weighing approximately 50LBS.
- Understand network protocols and how LAN and WAN networks function.
- Install and terminate CAT-5e and CAT-6 cabling in various client office environments.

## Critical Skills/Expertise Requirements:

- Candidates demonstrating a detailed knowledge of the following technologies will be given special consideration:
  - Microsoft Active Directory Setup, Configuration, and Management including Group Policy Management
  - DNS in Active Directory and Internet Hosting environments
  - Internet Email Routing and message delivery troubleshooting on diverse mail systems including SMTP Protocol Log interpretation
  - Exchange 2007/2010 Internet and Internal Email Configuration and administration
  - Self-Signed and Trusted SSL Certificate Requests, Installation and PKI Management
  - Firewall Rule Management, Port Translation, Quality of Service, and Network Protocol Routing
  - SQL Server Database Maintenance, Backup, Restore and Upgrade Procedures
  - .NET, HTML, Javascript, XML, XSLT, Visual Basic, VBSCRIPT, Windows Powershell, Windows Batch Files, and WSH Programming / Scripting
  - Network Security Best Practices and Implementation across diverse technologies and hardware infrastructure
  - Windows Update Management and Installation Failure Troubleshooting
- Industry certifications
  - Candidates with current Microsoft, CompTIA, HP, SonicWall, Cisco or other industry standard certifications will be given special consideration.
  - Candidates with a strong drive to improve oneself and demonstrated ability independently obtain additional certifications will be given special consideration
- Communication Skills
  - Provide superior customer services and demonstrate a genuine concern for client issues and their timely resolution.
  - Must have the ability to communicate effectively, and to establish and maintain effective interpersonal relationships with others.
  - Effectively communicate with other technicians on technical matters, as well as all levels of internal personnel and clients in a team-oriented environment.
  - Log and Respond to incoming customer requests in a timely manner.
  - Effectively answer computer software and hardware questions over the phone.
  - Effectively communicate with 3rd party technical support personnel and utilize web-based support as needed to resolve technical issues.
- Organizational / Procedural Requirements
  - Evidence of successful ability to work independently with minimal supervision, to establish goals and objectives, and to place priorities on work to be completed and to independently execute those tasks.
  - Ability to focus on mission-critical essential functions of the job and organize work in an efficient manner.
  - Effectively document problems, troubleshooting steps, and resolution of issues in real time as they are addressed.

## Desired Areas of Experience

- A Technical Support and/or Customer Service background is preferable.
- Demonstrated experience installing, configuring, and managing Microsoft Windows Server Operating Systems and Server Roles.
- Demonstrated experience Installing and Configuring Microsoft Small Business Server
- Demonstrated experience with Microsoft Exchange Administration and Configuration
- Demonstrated experience Installing, supporting, and maintaining network equipment consisting of firewalls, switches, and routers.
- Demonstrated experience in a networking environment consisting of routing, switching, point to point T1 lines, and IPSEC VPN connections.
- Applicants demonstrating experience with Microsoft Server Technologies, HP, SonicWall, and Cisco firewalls routers and switches will be given special consideration.