

JOB TITLE: Data Center/Support Engineer

DATE: 04/13/10

REPORTS TO: Site Operations Manager

DEPT: IT Operations

APPROVED BY: Bo Gorham

SUPERVISES: n/a

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JOB SUMMARY

Data Center/ Support Engineer to augment our company's expanding Data Center environment with technical staff that can also provide Level 2 support to our end users. This position is primarily responsible for support and maintenance of our Data Center environment and equipment, as well as coordinate maintenance and repairs services with multiple vendors. The ideal candidate will have thorough knowledge of LAN/WAN technologies, as well as server and network hardware.

DUTIES & ESSENTIAL JOB FUNCTIONS

Data Center management and support

Responsible for day to day operations of the Data Center/s. Perform re-boots, installs and networking of servers (Windows and Linux), swap out Chassis and basic HW stuff.

Troubleshoot moderately complex hardware and software issues. Travel to Data Center facilities will be common. Provide cabling for our production and development environments.

Monitor and respond to automated alerts, incident tickets and change orders. Interfacing with vendors on products and services.

End-user support

Utilize trouble ticketing system to provide support for our internal users. Provide deskside and remote support for 100+ users in multiple locations nationwide. Provides video and audio conferencing services, and board room presentation capabilities

Other

Asset tracking. Hardware break/fix and moves. Cable wiring, punch downs, and termination. Procurement of hardware and services.

OTHER FUNCTIONS AND RESPONSIBILITIES

May include but are not limited to IT inventory management, customer satisfaction, and preventive maintenance of equipment, packing and shipping of parts for repair. Also must be available for on-call rotation for production outages and issues.

QUALIFICATIONS

Required:

- Experience with the following Operating Systems: Windows XP Pro, Windows Server 2003, Linux
- Experience with the following hardware: Cisco routers/switches, desktops, laptops, Dell servers
- Ability to install, maintain and upgrade hardware and software.
- Able to Diagnose and solve computer hardware, software, peripheral equipment, data communications and network problems.

- Knowledge of Voice/Data network communications and protocols, including WAN environments, T-1, ISDN, DSL, FR
- Knowledge of Active Directory Administration, including security permissions.
- Knowledge of PC based software applications including Microsoft Office, Microsoft Project and Visio.
- Knowledge of Network architecture, back-office systems and proprietary software.
- Knowledge of Networking, standard operating systems and personal computer applications.