

I. Job Overview:

Department: Consulting Services Group (CSG) **Supervises:** None
Reports to: Director of Client Service Delivery **Hours:** 9:00am - 6:00pm

Job Purpose: To perform remote and onsite technical services for FPA clients including the implementation, administration, maintenance and support of servers, workstations, network components, and application software. To perform remote maintenance tasks ensuring “uptime” as well as provide helpdesk support for all networks supported by FPA all while meeting FPA’s Core Values.

Additional Role(s): none

II. Essential Job Results:

Duties and Responsibilities

% of time	#	Description	Tasks
60%	1.	Technical – Onsite	<ul style="list-style-type: none"> Delivers the technical engineering services for FPA clients including installation, configuration, administration, maintenance, and support of client servers, workstations, printers, and network components Performs technical consulting services for FPA clients related to their network components including routers, switches, and firewalls Performs recurring network management and administration tasks on client networks based on FPA best practices Performs end-user and desktop support tasks Manages and maintains the health and “uptime” of client workstations, servers, routers, switches, firewalls, and related infrastructure operating systems and applications (ie: User Management, Backup, Anti-Virus, Email, etc.) Optimizes client network performance meeting QOC metrics per client SLA’s
20%	2.	Technical – Remote Support	<ul style="list-style-type: none"> Provides remote helpdesk support to clients as needed Performs offsite client technical tasks as needed Provides after hours and weekend on-call support
15%	3.	Administrative	<ul style="list-style-type: none"> Attends group and general staff meetings Prepares status reports and recap emails as necessary Prepares Timesheets daily Creates and updates Client Network documentation Creates and updates Client Procedures Documents Creates and updates Client Open Issues Creates Knowledge Base entries Documents standards and procedures
5%	4.	Certification, Training & Development	<ul style="list-style-type: none"> Improves professional and technical knowledge and achieves technical certifications

Position Metrics

- Ensures 98% success rate first response and resolution for all HD desk tickets
- Achieves 80% chargeable time per month
- 10 valuable entries into FPA's knowledgebase per quarter
- Ensures 100% daily entry of accurate timesheet entries into our Client Activity System

III. Qualifications and Specifications:

Typical Minimum Requirements

Technical Requirements:

- Knowledge and highly technical skills implementing and supporting the following "Windows stack" technologies: servers, workstations, storage, virtualization (servers and desktops) and related network components
- Knowledge and ability in implementing and supporting routing, switching, and firewalls for TCP/IP networking (including VLANs and WAN technologies such as MPLS networks and load balancers)
- Knowledge and experience implementing, administering, and supporting the following technologies:
 - MS-Windows Server
 - MS-Exchange Server
 - MS-Windows RDS Server
 - MS-SQL Server
 - MS-IIS Server
 - MS-Active Directory
 - MS Group Policy
 - MS-Windows Professional & Enterprise
 - VMWare vSphere EnterprisePlus
 - Citrix XenApp, XenDesktop, and Netscaler
 - Cisco, SonicWALL, and Juniper Routers and Firewalls
 - Dell, HP, & Cisco Switches
 - Dell & HP Storage Arrays
 - Dell & HP SSL-VPN Appliances
- *MCSE preferred/ MCP required*
- *VCP-DCV5 preferred*

Typical Experience:

- Three to Five years' experience implementing enterprise level Windows Server, RDS, VMWare, Storage solutions, Citrix, and data migrations in live production environments for 25-150 user environments
- Two to three years' experience implementing and supporting routing, switching, and firewalls for TCP/IP networking (including VLANs and WAN technologies such as MPLS networks and load balancers)
- Three to five years' experience implementing, supporting, and troubleshooting multi-server Windows Domain environments
- Experience working directly with technical managers as well as non-technical end users

Typical Minimum Requirements (cont.)

Performance Abilities:

- Professional demeanor
- Excellent interpersonal skills
- Excellent pro-active verbal and written communication skills
- Organized: Able to manage and complete multiple projects and tasks simultaneously
- Detail Oriented: Able to apply consistency throughout the work product
- Efficient: Effective at producing required results in a short amount of time
- Strong communication: both written and orally (consistent, efficient, and effective)
- Pro-active: able to note things that need to be done without being prompted and proactively address them
- Follows direction yet applies judgment and has FPA's best interests at heart
- Team member yet knows when to work independently
- Ability to communicate effectively with other professionals and firms in client related matters
- Learning agility

Physical and Other Requirements:

- Substantial periods of work utilizing a computer, monitor, keyboard, and mouse
- Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, monitor, keyboard, and mouse
- Stamina to maintain attention to detail despite interruptions
- Vision to read printed materials and a computer screen
- Hearing and speech to communicate in person and over the telephone
- Possesses reliable transportation with the capacity to transport equipment such as workstations and Servers
- Possesses reliable transportation to work outside of standard work hours when needed
- Capable of lifting up to 50 pounds (from time to time)

Note: *This Job Description is not intended to describe every element of the position. From time to time, staff may be asked to perform various job related duties not listed above.*