



Position: Network/IT Support Specialist

The IT Support Specialist is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems/network hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to policy.

This individual will assist with technical issues in the design, test and implementation phases of our project management methodology. These activities include the definition of needs, benefits, technical strategy, research & development within the project life-cycle, technical analysis, and support of operations staff in executing the solutions. Participation on projects is focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project life-cycle.

This individual is accountable for the following systems:

- Windows systems that support the infrastructure (Windows Server 2003R2, Windows Server 2008),
- VMware/Linux hosts that support the infrastructure (VMware hosts, Linux servers – Crypto server, VOIP server, NAS, Firewall),
- Desktop Systems (Windows XP+ and all applications), Network Hardware (Switches, Routers, Firewalls, Patch Panels, Cables),
- Data Center Equipment (Rack, UPS, KVM, Cooling).

Responsibilities on these systems include engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation.

Server/Network Infrastructure Initiatives

Install new/rebuild existing servers/VMs and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.

- Develop and maintain installation and configuration procedures.
- Contribute to and maintain system standards and policies.
- Create, update and Deploy desktops using standard desktop images as needed.
- Make changes to firewall rules/policies/definitions/exceptions as needed.
- Install new server software to support initiatives.
- Configure mail server (Exchange/Outlook/Outlook Web Access/Firewall) for internal/remote email users.
- Develop Group Policies & apply them to appropriate OUs.
- Purchase/Configure new/existing printers and scanners.
- Develop/improve disaster recovery plan.
- Maintain software and licenses
- Manage secure email, encryption keys, website and FTP security
- Test/evaluate new hardware/software and make recommendations to management.

Regular Maintenance & Support

- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions. (Firewall, Servers, Antivirus)
- Perform daily/weekly server/data backups, ensuring all required file systems and system data are successfully backed up to the appropriate media, both on and offsite.
- Perform month-end duties such as DVD backups of client data, call recordings and Spector data, and develop outbound call reports.
- Create, change, and disable user/email accounts per request.
- Make changes to Active Directory and DNS as necessary.
- Provide support per requests from staff. Investigate and troubleshoot issues.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
- Upgrade and configure system software that supports infrastructure applications
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Maintain data center environmental and monitoring equipment.
- Make changes to VOIP server and phones to accommodate new clients/staff/call processing changes

Vendor Management

- Manage support contracts with all hardware/software vendors
- Purchase and negotiating pricing for all hardware & software
- Ensure license compliance with all vendors.

Application Dev Support

- Support application development by building/backing up test & development environments (SQL server, IIS, Team Foundation Server, Visual Studio)
- Configure production servers for deployment of internal and external web applications (IIS, SQL, DMZ)
- Perform regular database administration on dev/test/production SQL servers (backup/restore, index tuning)