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Network Administrator

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Responsible for managing Tier-3 Help Desk Support staff as well as provide expertise in relation to Exchange 2003/Active Directory support issues. The Network Engineer is responsible for trouble shooting major support and connectivity issues encountered by the end users. The Network Engineer engaged for this project will possess over three plus years of hands on MS Exchange server trouble shooting experience. The Network Engineer candidate is expected to show qualifications and references for supporting enterprise level Microsoft Exchange 2003 maintenance and implementation projects, preferably with federal and local government agencies. Server administration and troubleshooting (Windows NT/2000/2003)

Position requires candidate that has demonstrated following skills in prior positions:

- ❖ Professionalism – deals well with upper management and direct reports
- ❖ Project planning/management – attention to detail, scheduling
- ❖ Create and administer standard policies and procedures
- ❖ Management of Network/Desktop Support personnel
- ❖ Excellent management skills – punctuality and time management
- ❖ Think strategically
- ❖ Well organized
- ❖ Impressive written and verbal communication skills.

Additional Responsibilities

- ❖ Server administration and troubleshooting (Windows NT/2000/2003)
- ❖ Email administration and troubleshooting (Exchange 2003)
- ❖ Email/network server administration including:
 - ❖ Addition/deletion/cleanup of email accounts/IDs
 - ❖ Creation and executive of a file backup and recovery plans
 - ❖ Creation and execution of database backup and recovery plans
 - ❖ Operations documentation including start-up/shutdown, backup, and recovery procedures
- ❖ Problem management and resolution
 - ❖ Management of problems from initial contact to closure
 - ❖ Tier-3 support to agencies for email-related server, connectivity, or related problems (agencies perform their own helpdesk and desktop support).
 - ❖ Management reporting of problems, call tracking, recommendations

- ❖ Enforcement (coordinating with agency network IT personnel) of standard naming conventions, operating procedures, and email policies.
- ❖ Tasks such as directory cleanup, directory synchronization, mailbox archiving, and assistance to personnel during the Exchange 2000 migration.

Qualifications:

Since this position requires a wide range of technical skills relating to LAN, Email, and Internet/web systems, this is not a junior-level position. Anything less than a fully qualified Network Administrator with Project Management skills will result in a delay to respond to incidents and a reduced capability to perform many of the troubleshooting and maintenance tasks that will be required.

Specific technical skills required or desired for this position include:

- ❖ Network Administrator functions (3 + years)
- ❖ TCP/IP Ethernet network topology
- ❖ Network security methodologies and practical application
- ❖ System migration from NT 4.0 to Windows 2000 with Active Directory
- ❖ Windows NT 4.0 Server Operating System
- ❖ Windows 2000 Server Operating System with Active Directory
- ❖ Windows XP, 2000, 98 and NT 4.0 Workstation Operating Systems
- ❖ Microsoft Exchange v5.5 and Exchange 2000 email
- ❖ ArcServe Tape Backup Software
- ❖ McAfee Anti-virus software
- ❖ DameWare and VNC remote support software
- ❖ LanDesk and Symantec Ghost utility software
- ❖ HP JetDirect print servers
- ❖ Server administration and troubleshooting (Windows NT/2000)
- ❖ Email administration and troubleshooting (Exchange 5.5/2000/2003)
- ❖ 3+ years Server administration including:
 - ❖ Addition/deletion/cleanup of email accounts/IDs
 - ❖ Creation and executive of a file backup and recovery plans

- ❖ Creation and execution of database backup and recovery plans
- ❖ Operations documentation including start-up/shutdown, backup, and recovery procedures
- ❖ 3+ years Server, LAN support problem management
- ❖ Management of problems from initial contact to closure
- ❖ Tier-3 support to agencies for email-related server, connectivity, or related problems (agencies perform their own helpdesk and desktop support).
- ❖ Escalation of problems to other organizations, including government's WAN, IT Security and outside hardware/software vendors as required
- ❖ Management reporting of problems, call tracking, recommendations
- ❖ 3+ years of Microsoft Exchange 5.5 and Exchange 2000, and hands-on Exchange 2003 experience.
- ❖ Knowledge must be specific to:
 - ❖ Management of problems from initial contact to closure
 - ❖ Exchange database troubleshooting, maintenance, and compression
 - ❖ Global Directory List management across an enterprise
 - ❖ Email traffic/flow troubleshooting across a complex environment involving Exchange, Groupwise, and Notes environments.
 - ❖ Exchange Internet Message Services, Site Connectors, and replication.
- ❖ Hardware and software installation for Window NT/2000 and Unix servers including operating system and system-level support software (e.g., transaction servers, web servers, database engines, monitoring software)
- ❖ 3+ years of customer service, support, and consulting experience for enterprise-level customers

Conditions of Employment:

Successful candidate must submit to criminal background check and pre-employment drug testing.