

ENGINEERING SERVICES NETWORK, INC.
JOB POSTING NOTICE:

Job Posting: February 3, 2010

Closing Date: Until Filled

JOB TITLE: LAN Support Technician II

JOB LOCATION: Milwaukee, Wisconsin

REQUISITION NUMBER: 473

PRINCIPAL DUTIES/RESPONSIBILITIES:

- Involves Virtual VA application end user support and application hardware and software maintenance at each location where VA retains instances of the Virtual VA application for development, testing, disaster recovery and production. The position entails telephone customer support, remote computer troubleshooting using SMS and at the desk side customer support.
- Employee analyzes and evaluates user requirements to define system problems, availability and configures, implements, and maintains data and network communications systems.
- Responds to user requests for systems upgrades and changes.
- Provides maintenance support for various systems that includes imaging applications that include FileNet, Oracle, storage area networks, servers, backup devices and user workstations.
- Maintain existing documentation, such security plans, disaster recovery plans and hardware software inventories
- Where required assist in the implementation of required remediation, including but not be limited to patch installations, backup/recovery issue management, security updates.
- Assist in monitoring tools and scripts such as BMC Patrol to provide and store utilizations of processor disk and memory data in an easily accessible time series format on a central reporting server. This will be available for all 30 odd servers in the configuration.
- Maintain all hardware in good order. This will involve daily reviews of all internal error logs.
- Provide assistance to the Regional Office IT staff and assist in monitoring and remediating operational situations such as log checking, file system growth, back up completion and any associated remediation.
- Produce daily system status reports, monthly trouble ticket issue logs, critical issues outage reports including details on root causes and remediation strategies.
- Provide Daily System Status Reports that contain, location of issue, issue description, date issue reported, actions taken, final resolution description, date issue closed, and pending action.
Produce Monthly Trouble Ticket Issues Log, included in the Monthly Report, summarizing all issues stating location of issue, detailed description of the issue, date issue reported, actions taken, final resolution description, date issue closed, and pending action.

EDUCATION AND EXPERIENCE:

- Bachelors/Masters Degree in Computer Science, a related field or equivalent experience. Two years of related network systems engineering experience and / or 3 years experience in Microsoft Desk top and Server operating systems and in performing environmental maintenance tasks , such as file backups.
- Certifications: MCP (Windows 2000) or A+ desired.
- Candidate must have above average troubleshooting skills and be experienced in customer service situations.

SKILLS AND ABILITIES:

- Extensive knowledge of the Windows OS with knowledge and ability to troubleshoot and correct desktop software problems.
- Be knowledgeable of / in the CA Wiley Introscope tool suite for IIS servers.
- Knowledge of Windows servers and networking skills
- Ability to troubleshoot and repair PC computer hardware, personal and network printers
- Knowledge of creating Windows Server print queues and how to troubleshoot print queue issues.
- Excellent working knowledge of MS Outlook and good working knowledge of MS Office Professional XP.
- Ability to provide first and second level telephone support using MS SMS and other remote tools.
- Knowledge of network protocols, specifically TCP/IP.
- Experience with BMC Remedy or other COTS tracking package(s).

Work Schedule:

Full time 6:00 Am to 3:30 PM Monday through Friday with on call support 3:30 to 11:00 PM Monday through Friday and 7:00am to 7:00 PM Saturdays and Sundays.

Applicants must be able to obtain a Background Investigation (BI)/High Risk through the Department of Veteran Affairs Security and Investigations Center (SIC).

The above job description is not intended to be, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Send resume to: hr@esncc.com or fax to (703) 412-3154

EEO/AA/Vets/Disabled