



Systems Engineer (Windows and VMware)

Who we are

InfoStructures, Inc. is an information technology services firm located in Rockville, MD. Since 1988 we have been employing leading-edge technologies and techniques to improve the working lives of others. We are seeking an energetic, highly-motivated, qualified Help Desk Assistant with the right attitude toward customer service. We place great value in the work our people do and in the difference their efforts make in people's lives.

What makes us different than other IT services companies? It's simple: the quality of our services and our attention to detail.

What experience you need:

Experience providing entry level/Tier help desk support. You should have:

- Superior problem-resolution skills
- Understanding and past experience working in an IT consulting environment supporting a wide range of clients, vertical markets (healthcare, finance, non-profit) with different levels of technology.
- Ability to work in a fast paced environment support multiple customers at once
- Excellent oral and written communication skills, including an ability to deal with people at various levels, from technician to executive
- Self-starter and highly motivated
- Strong track record in leading a technical team and in building client relationships.
- Ability to weigh options and provide the most efficient and cost-effective solution from a number of options.
- Experience providing consulting to clients, with the right balance of initiative and following instructions
- References that demonstrate these characteristics
- Ability to understand and categorize technical problems
- Remote and on-site problem-resolution skills
- Strong ability to build client and peer relationships

Working knowledge of installing, configuring, and troubleshooting products in the following areas:

- ❑ VMware ESX/vSphere v5/v6, vCenter Server, vMotion, HA, FT
- ❑ SAN experience with EMC, Dell EqualLogic, HP and/or NetApp
- ❑ Microsoft Windows 2008/2012/2016 Server with a high-level understanding of Active Directory design and implementation
- ❑ ADFS implementations and support
- ❑ 2-Factor Authentication (2FA/MFA) implementations and support
- ❑ Windows Desktop Operating Systems Windows (Win7/8/10) and MAC
- ❑ Basic hardware including Dell/HP system boards, CPUs, RAM, SATA/SCSI/SSD (with or without encryption) Hard Drives, CD/DVD Readers/Burners, Printers, Scanners, etc.
- ❑ Basic local and network connectivity including troubleshooting TCP/IP, DHCP, NICs, DNS, USB, network drive mappings, etc.
- ❑ PC configuration distribution tools (e.g., SysPrep, Ghost, SCCM)
- ❑ Phones/tablets from various vendors (e.g., iPhones, Android), and associated desktop management and synchronization software
- ❑ MS Office 2010/2013/2016/2019
- ❑ Outlook 2010/2013/2016/2019 including basic email troubleshooting
- ❑ Anti-Virus, various anti-spyware utilities (including McAfee ePO, Symantec, Avast/AVG)

What education/training/certification you need

VMware VCP 5 **REQUIRED** (prefer v6)

MCITP – Enterprise Admin Windows/MCSE (2012/2016) **DESIRED**

MCITP – Systems Administrator/MCSA (2012/2016) **REQUIRED!**

Bachelor's degree **DESIRED**

CompTIA A+ or Net+ **DESIRED**

What you will do

You will provide on-site and remote network integration and support services to our government and commercial clients, mostly in Windows 2008/2012/2016 and VMware v6 environments. You are expected to:

- Plan, implement and provide advice on VMware configurations and migrations
- Evaluate VMware configurations, resolve issues and suggest improvements to client installations
- Plan, implement and provide advice on Windows server and Exchange configurations and migrations
- Evaluate complex network requirements and resolve Exchange and Active Directory related issues; suggest improvements to client networks
- Manage projects various migrations, new installations, etc.
- Provide team leadership on technical projects and technical guidance to other engineers
- Develop technical reports and documentation

- Complete other duties as assigned-Categorize the customer request
- Enter help desk tickets
- When possible, solve entry level user technical issues
- Provide timely ongoing communications with client regarding status and resolution
- Complete other duties as assigned

Where you will do it

You will work primarily from our InfoStructures' headquarters in Rockville, Maryland with site visits to client sites in the Washington, DC metro area (local travel is a must).

Hours are Monday through Friday, 9:00 a.m. to 6:00 p.m. with after-hours work (projects, break/fix) required, but limited as much as possible.

Benefits

InfoStructures provides a comprehensive benefits package that includes paid vacation, personal/sick days, employee health insurance coverage, and a 401(k)/profit sharing plan.

Please forward cover letter, resume and salary history/requirements to personnel@infostructures.com or fax to Personnel at (301) 417-7177. Equal Opportunity Employer.