



*Permanent Placement & Consulting Services in Information Technology*

## Windows Server/Virtualization/Storage Engineers

← Available Jobs

### **Senior Server Systems Engineer – Irving, TX**

**Job Ref: 20181018**

Provides the support, implementation, and troubleshooting activities for Intel/AMD based Server systems and enterprise applications. Responsible for System uptime and performance as it relates to hardware and software configuration, developing disaster recovery plans, validating vendor quotes for procuring Servers and Server-related hardware and software; installing, upgrading, and relocating Servers and Server-related hardware and software. Works with business areas, Digital/IT, and end users. Provides customer service and resolves support issues according to service level agreements. Develops and Maintains system documentation throughout the lifecycle of the system.

#### **Responsibilities:**

- Provides support for day-to-day and on-call operations for all infrastructure servers which includes but is not limited to Active Directory, Exchange, Windows Operating System, VMware, MOM, File/Print, Citrix Presentation Server, Bit9 Parity, SAN Storage Arrays (NetApp, HP 3Par, PureStorage), SQL, HP Data Protector, Terminal Servers, DNS and DHCP in a dynamic, fast paced environment.
- Must be able to troubleshoot and resolve problems and outages.
- Must provide weekend and after hour support as required.
- Has frequent interaction with internal customers, partners and third-party technology vendors.
- Responsible for the technical design, planning, implementation, and the highest level of performance tuning and recovery procedures for mission critical enterprise systems
- Identify methods, solutions, and provide project leadership and management to deliver quality service to the customers.
- Intel/AMD based server hardware and software management as directed and supported by the CSS department (operating systems, systems management,).
- Resolve end-user problems quickly and efficiently using the designated Help-Desk management tools to respond to issues and to track problems.
- Acquisition and installation services.
- Perform business analysis of infrastructure services including but not limited to: operational performance, operation problems, design and prototypes of current and emerging technologies. Generate monthly metrics report of responsible areas.
- Hardware/Software maintenance activities (firmware, patching, service packs, etc.)
- Perform user account and group management as required.
- Report System Issues and Project Progression to Management on a weekly schedule.
- Provide on call support as required to support a 24x7x365 data center.
- Adhere to IT and Departmental Processes and Procedures.

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- Coordinate and perform server and peripheral installs, adds, moves, and changes in accordance with user timing and needs and to minimize impact on users resulting from maintenance activities.
- Coordinate and perform service/system disaster recovery testing; maintain disaster recovery documentation, document efficient recovery procedures, identify software and hardware needs for a successful recovery; develop a disaster recovery plan that will have core applications available at an off-site location within 48 hours.
- Maintain a library of documentation on installed systems that will facilitate a productive support environment.
- Work closely with other IT departments (i.e. Network Services, EHD, PC Support, Security, etc.) to resolve issues quickly and efficiently.
- Take a personal initiative to learn new and emerging technologies and stay abreast of new technologies that are entering the industry.
- Provide level 3 troubleshooting and support of all Windows Infrastructure Services related issues.

**Requirments:**

- Bachelor's degree in Computer Science, Engineering, or related discipline. Equivalent experience acceptable.
- Microsoft Certified System Engineer (MCSE) – Preferred.
- VMware Certified Professional (VCP) - Preferred
- At least 5 years of experience in a Microsoft Windows technologies support environment and two or more years of technical experience in PC/LAN technologies.

***Submit your resume for this job by contacting us today!***

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