

Plan First Technologies Systems Consultant

Title: Systems Consultant

Department(s): Level 3 - Consulting

Reports to: Management

Job Summary

Provide level 3 system support for end users.

Summary of essential job functions

- Ability to handle all workstation level job functions
- Provide escalated support to other team members, and management
- Basic project management skills a must
- Assist server/network team in configuration and implementation
- Understanding of IP networks and IP addressing
- Knowledge of POP, SMTP, DNS (and DDNS), DHCP, VLANs and routing
- Experience with mobile devices (iPhones, iPads, Androids and tablets, etc...) and their integration
- Storage System skills (SCSI, RAID, SATA, with SAN a plus).
- Basic Network Management (switches, hubs, fiber-optic, packet sniffing)
- Familiarity with Cabling, CAT5/6 Ethernet
- Ability to do basic configuration of firewalls, as well as the ability to understand how to implement them
- Extensive experience building maintaining and troubleshooting the workstation side of the network in workgroup and Active Directory environments, Remote Desktop Services and related tools. Some experience with managing and troubleshooting Microsoft Exchange and Office 365.

Minimum requirements

- Bachelor's Degree (or equivalent real-world experience)
- Certifications: A+, MCSE, other vendor specific
- 1+ years of consulting experience

- 2+ year's hands-on experience in systems administration, troubleshooting and deployment; managing multiple Windows servers in diverse environments

Abilities required

- Excellent customer service skills a must
- Represent Plan First Technologies in a positive and professional manner
- Organization skills
- Valid Driver's License, reliable vehicle, current auto insurance policy, with a Good Driving Record
- Ability to work unsupervised
- Self-motivated
- Accountable
- Always willing to learn new things
- Good phone demeanor

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Additional information

HR use only	
Job code	
Generic title	Systems Technician
Pay grade	Salary
Management? (Yes/No)	No
E/NE status	
Last revised	7/11/2017