

Windows Technical Engineer

Contegix Windows Technical Engineer Job Description

Mission of the Role

Contegix seeks Windows technical engineers to join our staff in order to provide unmatched technical expertise and service to our client base utilizing Microsoft technologies. Windows technical engineers will be responsible for utilizing their base of technical knowledge and abilities to assist Contegix clients with their Windows Internet infrastructure requirements. In addition, Windows technical engineers are expected to expand their knowledge base on the job in an effort to expand their level of expertise in the technologies Contegix supports and in an effort to further assist clients. Windows technical engineers are expected to function as the main faces of the company and present a quality image of the company and our products and services. Contegix Windows technical engineers will primarily interact with clients via electronic means and periodically via telephone and in person.

What We Offer

Contegix offers the opportunity to work with cutting edge technologies. We also offer endless opportunities to specifically expand your horizons in the area of Internet infrastructure technologies. Contegix facilitates employees the chance to be part of a truly collaborative team delivering superior technical expertise to our clients. Finally, we provide the ability to work with a fast-growing company that is consistently evolving.

Major Accountabilities

Technical Expertise

- Technical engineers are expected to consistently exhibit exceptional technical skills in Windows/web technologies
- Technical engineers are to utilize and showcase superior systems administration knowledge and skills
- Technical engineers are to provide technical solution design, development, and implementation for both Contegix internal needs and customer needs

Customer Advocacy

- Technical engineers are to effectively assist customers with their technology requirements through collaborative methods
- Technical engineers are to showcase the ability to always understand the customer's perspective and respond accordingly with respect and integrity
- Technical engineers will exhibit a continuous willingness to go the distance for the customer while balancing both the interests of the customer and the interests of Contegix

Knowledge & Learning

- Technical engineers will show a regular desire to take on new technical and non-technical challenges with the goal of expanding their individual knowledge, skills, and abilities
- Technical engineers will prove their team player tendencies by regularly educating other team members and facilitating their growth and learning
- Technical engineers will actively seek out methods for expanding their knowledge and skills beyond company provided or company mandated learning initiatives

Project Leadership

- Technical engineers will show a willingness to take initiative and lead both internal Contegix projects and external customer projects through completion
- Technical engineers will follow industry standard project management processes to plan, deliver, and complete projects

Technical Skills Requirements

Note: This is not an all-inclusive list.

- Demonstrated professional experience with Microsoft Windows Server 2003 and above in a large-scale data center environment
- Demonstrated professional experience designing, implementing, upgrading, and supporting Windows SharePoint technologies
- Professional experience and technical understanding of enterprise class systems' security requirements in a Windows environment
- Experience and technical expertise in enterprise class disaster recovery with Windows platforms
- Recent experience with Windows clustering, Microsoft SQL, and Microsoft IIS
- Expert knowledge in group policy management
- Knowledge of power shell/WHS/VBS
- Deep experiencing in server hardening in a Windows environment
- Thorough understanding and experience with WSUS
- Imaging and deployment experience
- Solid understanding of SQL Server (2003 and above), Exchange Server (2003 and above), Communications Server, and Active Directory
- Ability to establish and maintain Windows architecture best practices, including procedures, guides, templates, and relevant documentation
- Proven hands-on experience with Linux (Preferably RHEL) and Open Source in an enterprise environment
- Understanding of IP and LAN & WAN connectivity and administration
- Understanding of DNS
- Understanding of firewall security systems basics
- Physical hardware administration in an enterprise environment
- Previous systems administration experience and aptitude in an enterprise environment
- Experience with load balancers
- Understanding and hands-on experience with networking concepts
- Experience with VMware and other virtualized environments

Non-Technical Skills Requirements

- Associate's degree or Trade School certificate in a related field. Bachelor's degree in a technical discipline preferred
- Microsoft certifications preferred
- Understanding of quality customer service
- Shift/schedule flexibility
- Ability to have fun in a hectic environment and put customer needs first
- Excellent organizational skills and ability to adapt easily
- Outstanding problem solving skills
- Ability to prioritize and work around deadlines
- Superior communication and interpersonal skills and ability to work well within a team
- Ability to communicate effectively through written communication
- Must be flexible, dependable, and able to multi-task with priority
- Ability to remain professional, confident, and patient at all times
- Must be a team player
- Willing and able to learn new job functions and knowledge
- Ability and desire to stay current on new technologies that can be utilized at Contegix to benefit the client and Contegix
- Experience with project leadership as well as product, services, and solutions management
- Ability and experience working in a Network Operations Center
- Ability to function in a fast-paced environment
- Ability to think on your feet and adhere to a strict SLA at all times

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to walk and use hands to finger, handle, or feel. The employee is occasionally required to stand and reach with hands and arms. The employee must periodically lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.