

## Job Description

**Title:** Windows Engineer

**Division:** Technology Infrastructure

**Status:** Full-time

**Location:** Bethesda, MD (Client Site)

**Reports to:** Sr. Technical Manager

**FLSA Classification:** Salaried/Exempt

**Salary Grade:** TBD

**Travel:** less 10% of time

**Purpose:** To be the primary on-site technical expert responsible for the administration of the Windows server environment running on a VMware Virtual Platform. To support a mission critical infrastructure and ensure the highest levels of availability, performance and security.

### Essential Duties and Responsibilities:

- Act as a subject matter expert/Tier III support for the desktop support team
- Work with monitoring tools; manage active directory and Exchange; implement efficiencies through automation; maintain appropriate configurations; provide recommendations on system improvements; and assist in the transition to Office 365
- Deploy, maintain and troubleshoot over 70 Windows Servers on a vSphere environment.
- Manage a Microsoft domain environment; including AD, DNS, DHCP, GPO's, DFS, ADFS, LAPS and Windows 2008, 2012, 2016 servers
- Perform enterprise-wide server and desktop systems patching for OS and standard applications
- Act as the lead administrator for multiple systems including Symantec Endpoint Protection, Epicenter, Quest Intrust/Change Auditor, KACE ticketing, Microsoft Exchange, SharePoint, Google Apps spam filter, Airwatch MDM, Office 365, FTP servers, RDWeb, and other back end applications
- Maintain and support Symantec Backup Exec and backup schedule
- Serve as a subject matter expert for Windows 10 and Office deployment solutions
- Monitor server performance and troubleshoot problem areas as needed
- Provide Tier 3 helpdesk technical support
- Provide "white glove" desktop support for the Executive level employees
- Work closely with other Neovera engineers of other disciplines for escalation support
- Work with external vendors and partners to assist in troubleshooting systems as necessary
- Other duties as assigned

### Qualifications:

- Excellent oral and communication skills (client-facing)
- 3-5 years of relevant work experience managing a Microsoft Domain, Windows Servers, Exchange, VMware, and other mission critical enterprise level systems
- Experience working with Cloud technologies and SaaS solutions
- Candidate must be a quick learner with exceptional communications and customer service skills
- A pro-active mind-set with a focus on constant improvement and follow through at all levels
- Strong technical problem-solving skills

- In depth knowledge of the Microsoft suite of products.
- Ability to take ownership of issues, work independently or escalate as needed, and find creative ways to resolve problems.
- Excellent verbal and written communication skills with the ability to clearly, and concisely present complicated computer concepts to end-users with differing skill levels.

**Other desired knowledge, skills or attributes:**

- Experience with Symantec Endpoint Protection, Nagios Monitoring, KACE and JIRA ticketing systems a plus.
- Microsoft, VMware and Cloud Certifications preferred.
- Experience in working with or for a MSSP
- Curiosity and strong desire to constantly learn
- A self-starter with the ability to work in a fast paced and ever-changing environment
- Strong ability to balance multiple priorities in a high demand environment

**The overall well-being of our employees and their families is important, and Neovera provides many valuable benefits, programs and tools to help manage the various phases, developments, and priorities in your life which include:**

- Medical and dental insurance coverage
- FSA- health and dependent care expenses
- Telecommuting and work-life balance
- Life insurance
- Short and long-term disability insurance
- Generous paid time off (vacation, sick, floating holidays)
- 401(k) retirement plan
- Competitive base salary
- Discounted gym membership

**About Neovera:** Neovera is a trusted provider of complex hosting solutions, leveraging over a decade of unmatched technical expertise in IT consulting and infrastructure managed services. Headquartered in Reston, Virginia, Neovera's clients range from start-up and non-profit organizations, to global media, distance-learning, and financial institutions. Our goal is to assist clients in achieving superior return on their investment with the optimization and management of high-availability IT infrastructure solutions.

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