

Hematogenix is seeking an experienced IT Infrastructure Specialist with extensive and sophisticated knowledge in network, software and hardware.

This includes receiving, prioritizing, documenting and actively resolving end user help requests.

Responsibilities

Strategy & Planning

- Evaluate documented resolutions and analyze trends for ways to prevent future problems.

Operational Management

- Provide network infrastructure support to routing and switching equipment, firewalls and IDS/IPS, and associated cabling.
- Designing, installing, configuring, implementing, maintaining, perform capacity planning, troubleshooting and monitoring of Cisco data networks in a global enterprise environment. Cisco routers, switches, Cisco Nexus switches, VPN concentrators, firewalls and backbone switches.
- Maintain & troubleshoot network issues as they arise in 24x7 environment.
- Be point of escalation for more complex network/system issues.
- Monitor & test system performance and provide solutions for any problems identified.
- Work with IT staff and end users providing outstanding customer service.
- Provide appropriate system & process documentation.
- Conduct risk assessment and provide recommendations for enhanced security architecture and infrastructure.
- Supporting Microsoft Active Directory, Microsoft Exchange Server, Microsoft Outlook.
- Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician.
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
- Perform post-resolution follow-ups to help requests.
- Develop help sheets and knowledge base articles for end users.
- Perform related duties consistent with the scope and intent of the position.

Must Have Knowledge & Experience

- CCNA Certification.
- Extensive experience with desktop operating systems including Windows 7 and other versions.
- Advanced knowledge in computer hardware and hardware setup and troubleshooting.
- Extensive application support experience.

- Working knowledge of a range of diagnostic utilities.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
- Strong documentation skills.

The Following Skills are not required but Highly Desirable

- VMWARE knowledge and experience.
- A+ Certification
- Experience with basic scripting
- Experience with server operations and datacenter operations.
- Experience with remote installations and remote system management.
- Experience with centrally managed Anti-Virus and system security solutions.

Personal Attributes

- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.