RFNOW is currently seeking individuals to join our team as a Junior IT Administrator. If you seek an opportunity to use your computer and networking skills in a dynamic environment with leading edge technologies, then this may be the job for you. The ideal candidate would possess experience and/or education with regards to IP Networks and Microsoft Client, Server & networking technologies in addition to being a natural problem solver with the ability to work in challenging environments and conditions. Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solution.

Duties and Responsibilities:

- Installs and configures Windows hardware and software, to include physical and virtual servers, legacy Linux, Windows Server and Desktop, Active Directory, IIS, Microsoft Exchange, Hyper-V, VMWare, and SQL Server.
- Assumes a role in the testing of new equipment.
- Troubleshoots OS issues. Independently utilizes all available resources (knowledge bases, online resources, etc.) to ensure timely resolution of server issues.
- Follows operating procedures and utilizes established support tools for analysis and reporting requirements.
- Executes a planned program of virus updates, patch and service pack management, including testing, deployment staging, and documentation. Install, maintain and manages other servers for automated updates.
- Performs regular system maintenance, hardware and software upgrades, physical to virtual migrations and performance tuning.
- Interfaces with Network Engineers, Database Administrators, and Application Teams to optimize systems use and configuration.
- Actively participates in project planning to ensure timely and successful completion of projects assigned to Windows server team.
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware, either in person, by email, or over the phone.
- Follow up with customers to ensure issue has been resolved.
- Gain feedback from customers about computer usage.
- Run reports to determine malfunctions that continue to occur.
- Provides server hardware capacity recommendations.
- Provides installation support for new applications and software releases.
- Provide on-call 24 x 7 support on a rotating basis.
- Ensure/implement the rigorous application of Information Security/Information Assurance policies, principles, and practices in the delivery of Systems, Applications and/or Services (Hardware & Software).

Experience:

This is a junior level position so willing to train with the right skill set.
Experience an asset in the following:

- Large scale Windows Server Administration supporting a variety of business applications (monitoring, tuning, backup/recovery, configuration, documentation)
- Virtualization with VMWare ESXi with Virtual Center, HyperV or other Linux hypervisor
- Networking services for Directory, DNS, DHCP for devices and users in a multi-office WAN.
- Active Directory administration, including protocols for certificate/smartcard revocation
- Windows server implementation and configuration (O/S load, patch updates, application load and configuration)
- Windows Desktop deployments
- Microsoft Exchange
- Microsoft Data Protection Manager
- Supporting a variety of application within the Windows server environment (business applications, databases, web services, messaging, monitoring tools, etc.)

If interested, please contact RFNOW Inc. for more information and/or forward resumes detailing your qualifications to chriskennedy@rfnow.com

JOIN THE TEAM! ━━━ **www.rfnow.com**