

**December 1, 2010**

**Title:** Microsoft Network Server Specialist with a MCSE or MCSA (or be able to demonstrate working equivalent knowledge).

**Location:** Dallas/Fort Worth Metropolitan Area

**Reporting Structure:** Position reports directly to the Service Manager

**Position Description:**

The Microsoft Network Server Specialist is responsible for administration and support of all Microsoft Server implementations including network interfaces. The Network Server Specialist's role is to provide direct technical support for all requirements in the planning, coordination, programming and implementation of releases, upgrades, or changes to the Microsoft operating system software, transaction monitors, and the range of products and productivity tools that support the testing and production environments relating to Microsoft computing. Ensures stable performance for the Microsoft environment through problem troubleshooting, resolution, proactive patch management and performance tuning. Performs capacity planning, workload monitoring, and prediction; ensures systems maintenance of Microsoft and all its related systems; and provides high-level support for the Microsoft and network application environment. Plans and implements major software upgrades, ensuring change management procedures and methodologies are implemented and followed.

It is essential that the successful candidate be able to quickly establish rapport, credibility, trust, and respect with peers, subordinates and executives. He/she will be expected to be open-minded while working with technology solutions to fulfill Mark Charles Group's business needs, and to challenge the thinking of other members of the team when appropriate. The ideal candidate must also have a proven results orientation and the ability to deliver quality, on-time results. The ability to work in a fast paced environment is essential.

**Responsibilities:**

Plan, coordinate, and implement all Microsoft operating system and related software  
Responsible for the following principal activities:

- Performs Network System Support in Dell / IBM hardware/software Microsoft server operating system environments including availability, recoverability and security
- Performs hardware and software upgrades and release planning
- Supports all server related problem troubleshooting and resolution
- Maintains production operations on backup and system recovery processes and procedures
- Exchange 2003/2007 experience highly desirable
- Internet / Web integration and support
- Responsible for server network interfaces and troubleshooting of remote user access
- Provides production support for server based applications
  
- System Performance and Tuning, Capacity Planning
- Provide technical support to users, customers, and application support team as required
- Analyze, design, test, debug, maintain, modify and document Microsoft operating systems and servers to meet business requirements

- Determines system specifications, input/output processes, and working parameters for hardware/software and application compatibility
- Responsible for implementation and administration of Disaster Recovery failover and operations
- Develops specifications for and recommends purchase of IT equipment products or services necessary to support the test and production operating environments
- Assists other technical staff when appropriate including acting as technical backup for other department functions
- Monitors multiple project priorities and provide technical and administrative support; ensures that appropriate management is apprised of the operational status of projects

**Work Conditions:**

- On-call availability 7x24.
- Occasional evening and weekend work to support production and meet deadlines
- Dexterity of hands and fingers to operate power tools, computer keyboard, mouse, and to handle other computer components.
- Occasional inspection and routing of cables in floors and ceilings.
- Lifting and transporting of moderately heavy objects, such as routers, switches, computers and peripherals.

**Benefits/Salary:**

Qualified candidates may submit resume with salary history to the contact below.

To find out more about Mark Charles Group visit our web site at [www.markcharlesgroup.com](http://www.markcharlesgroup.com)

Equal Opportunity Employer

**Contact:** [info@markcharlesgroup.com](mailto:info@markcharlesgroup.com)