

December 1, 2010

Title: Microsoft Workstation Analyst 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:

You must have 3+ years of recent experience supporting Windows XP/Vista, experience with basic administration of Active Directory, experience supporting Microsoft Outlook as a client to Microsoft Exchange, good communication and documentation skills and the ability to work well, both individually and as a member of a team.

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:

What you will be doing:

- Desktop management
- Coordinates, manages and documents desktop installations
- Patching, reconfigurations and upgrades; manages client installs, maintenance tasks, backup and disaster recovery strategies of the local machine, security and testing checklists
- Deploys change to the supported desktop, resolves desktop technical issues
- Manages desktop system setup tasks, and follows and creates procedures for support by the 1st level help desk analysts
- 2nd level support: Provides support to the help desk, the IT dept. and users
- Documentation: Gathers appropriate end user identification information such as name, department, and contact information; records, tracks, and documents issues using the help desk request problem-solving process including all successful and unsuccessful decisions made and actions taken through to final resolution, including testing fixes to verify issue resolution

Work Conditions:

- On-call availability
- 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

Equal Opportunity Employer

Contact: info@markcharlesgroup.com