

Position: Onsite System Support Technician / Database Administrator
Objective: Support Customer Site Installations and Maintenance
Department: Customer Support
Report To: Customer Support Manager
Education: 2 year College Degree (minimum)

Experience:

- Minimum 2 years experience with Microsoft Windows 2003 Server and higher
- Minimum 2 years experience with Microsoft SQL Server 2000 and higher
- Minimum 2 years experience with Microsoft IIS 6.0 and higher
- Minimum 2 years experience with Networking Systems
- Must be experienced with Microsoft SQL database programming and maintenance
- Must be experienced with Microsoft Windows CE and Mobile devices

Requirements: This position requires good planning, time management and organizational skills. Candidate must be strongly detail-oriented and possess excellent communication skills for trouble shooting and resolving Customer problems.

Location: Must be willing to travel.

Work Hours: Full-Time; available anytime, on- call.

Availability: Immediate

Overall Responsibility Summary:

- Windows CE and Windows Mobile device installation, maintenance and troubleshooting
- On-Site Windows Server Installation, maintenance and trouble shooting
 - Using Enterprise Manager and Query Analyzer
 - Using SQL Server Profiler
 - Performance Monitor
 - Windows Administrative Tools
- On-Site Network Troubleshooting
 - Network Analyzer
 - WiFi issues
 - Bandwidth issues
 - Cellular Data Services issues
- System backup and restore
 - SQL Database
 - System
- Applying critical Operating System and Software updates and patches
- System End to End Operational Testing
- Customer Training
- On call 24/7