

XPERTECHS Job Description

Job Title: Technology Alignment Administrator	Location: Ellicott City
Department: Managed Services	FLSA Status: Salary, Exempt
Reports To: VP of Service Delivery	Compensation: Base Pay + Bonus; includes medical, STD, LTD, life insurance, 401k and vacation plan

Summary

The Technology Alignment Admin's primary responsibility will be to oversee the design, configuration, and maintenance of client's networks according to XPERTECHS best practices. We seek a highly professional individual with strong aptitude in small and mid-sized business technology operations. Work requires advanced knowledge of computer networks and supporting technical methodology. Ideal candidates are evangelists of structure, standards, and documentation. A technology alignment admin must be capable to translating technical best practices into actionable technology checklist, reports, automated routines, and templates. This individual will work closely with cross-organizational teams to ensure the technology success of their clients and our service delivery.

Essential Duties and Responsibilities

- Develop and implement technical best practices and XPERTECHS service standards within assigned client environments.
- Deploy, automate, and maintain XPERTECHS network scanning and reporting toolsets.
- Define, document, and deliver standardization metrics for network configurations across client environments.
- Schedule and execute weekly, quarterly, and yearly client technology reviews and on-site visits.
- Implement and execute monthly and quarterly alignment reporting for clients within the XPERTECHS Dashboard
- Analyze trends for ways to prevent future problems and contribute to the Problem Management.
- Contribute and grow XPERTECHS team capabilities through participation in internal knowledgebase activities.
- Assist with onboarding and transitioning activities of new clients, sites, and infrastructure.
- Act as a technical interface with external suppliers/vendors in support of client software and infrastructure projects.
- Provide system administration functions in client IT environment and insure the client's infrastructure is set up and operating at the highest levels of availability and security.
- Monitor and respond quickly and effectively to escalated requests received through the service ticketing system.
- Provide a consistent level of professional and considerate support to our clients in an effort to develop and maintain relationships of trust and open communication.

Marginal Functions

- Monitor progress on reporting dashboard toward company milestones, and ongoing task completion.
- Assist in the implementation of Professional Services projects as needed.
- Perform other duties as assigned.

Supervisory Responsibilities

None.

Work Environment

XPERTECHS has an interactive, fast-paced work environment. Responsibilities may occasionally require an adjusted work schedule and/or evening/weekend hours in order to satisfy customer needs and position requirements.

Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience:** This position requires a minimum of an a Bachelor's degree; at least 5+ years' recent network administration experience to the small or mid-sized business market; or an equivalent combination of education and/or experience. Must be able to effectively communicate in specific terms about technologies used by our clients, including Windows Server, HP Servers, Router/Switches, Firewall Appliances, MPLS, VPN, VoIP and IP environment. Strong technical knowledge and understanding of Microsoft Best Practices, ITSM, ITIL, NIST Framework and/or other industry vertical standards.
- **Knowledge, Skills and Abilities:** The Technology Alignment Admin must have intermediate to expert understanding of installation, configuration, troubleshooting and supporting; network equipment, SonicWALL firewalls, servers, 802.1q VLANs, 802.11G/N, and peripherals. Knowledgeable in application transport and network infrastructure protocols (SSL/TLS, DNS, DHCP, WINS, NTP, FTP, HTTP, SMTP, CIFS, LDAP and Microsoft AD) and possess an understanding of how to support these applications / protocols when access through VPN.
- **Physical Demands:** While performing the duties of this job, the employee is regularly required to communicate with and present information to others and access information using a computer for several hours at a time. Employees must have mobility throughout the office and may occasionally drive to other service locations.
- **Emotional Demands:** The Technology Alignment Admin must be emotionally mature and be able to handle difficult and complex client and work-related situations. Candidates must possess strong problem solving, conflict resolution, and interpersonal skills. They must be self-driven and possess a positive mental attitude.
- **Client/Relationship Management:** The Technology Alignment Admin establishes and builds relationships with clients. Applies knowledge to the business and provides personalized, value-added service. Demonstrates willingness to meet or exceed needs of clients by pursuing improved courses of action; delivers products and services that best serve client needs; uses client feedback as a basis for improving service and performs necessary follow-up work without being prompted.
- **Collaboration/Teamwork:** The Technology Alignment Admin creates commitment to common goals; identifies competing interests and finds ways to balance them; values contributions of all team members and other constituencies; values team accomplishments over individual accomplishments; leverages others' strengths and experiences to achieve team goals; co-operates with colleagues and shares resources.
- **Intellectual Demands:** Excellent written and verbal communication skills are essential, as well as effective organizational, multi-tasking, and prioritization skills. Candidates must be able to read, analyze, and interpret general industry periodicals, technical procedures and governmental regulations. They must be able to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. They must be able to effectively present information and respond to questions from clients, vendors, and employees.

All job requirements are subject to possible modifications. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Requirements are representative of minimum levels of knowledge, skills, and/or abilities to perform this job successfully; the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment is on an "at-will" basis.

Employee must be able to relate to other people beyond giving and receiving instructions: (a) can get along with other co-workers or peers without exhibiting behavioral extremes; (b) perform work activities requiring negotiating, instructing, supervising, persuading or speaking to others; and (c) respond appropriately to constructive criticism from a supervisor.