



### XPERTECHS Job Description

<b>Job Title:</b> Senior Engineer	<b>Location:</b> Ellicott City, MD
<b>Department:</b> Engineering	<b>FLSA Status:</b> Salary, Exempt
<b>Reports To:</b> VP – Managed Services	<b>Compensation:</b> Base Pay + Bonus; includes medical, STD, LTD, life insurance, 401k and vacation plan

#### Summary

This position is responsible for the design, maintenance and support of server, messaging and collaboration architectures, concepts, operations and management. The architect contributes strategic vision as a trusted advisor and integrates broad range of ideas regarding technology architecture related to messaging operations and management. This individual is responsible for managing and executing server and messaging technology projects from requirements gathering to close-out for both on-premise and cloud-based (Office365/Azure) platforms.

- Provides technical expertise to support messaging and collaborations systems both on-prem and Office365. Messaging systems are mission critical and require 999 SLA uptimes.
- Ability to independently upgrade/configure complex deployments and/or migration of legacy and modern Microsoft Messaging products and platforms.
- Plans and executes software upgrades and migration activity. Develop transition plans to bridge current and planned infrastructure and integration requirements. Support and maintain monitoring for these technologies.
- Develops and maintains detailed designs involving email, MDM, archiving and other messaging applications.
- Generates configurations from Low Level Design for complex environments; expected to generate standard project documentation including detailed test plans for complex networks.
- Tests and validates the business continuity, retention and disaster recovery plans for these systems.
- Works within cross-functional teams to resolve issues.
- Works with Application, Support and Training staff to develop best practices and training materials for support teams and end users.
- Enhance mobility architecture providing secure messaging and application delivery across a multitude of mobile end points.
- Manages, reports, and resolves escalated incidents. Works with technical support teams to complete Problem Management process of messaging system resources and related technologies.
- Develops integration with various applications (Teams, SharePoint, Teams, eDiscovery, Litigation Hold, Archiving, Spam management (Mimecast), email security and Document Management Systems and hosted applications).
- Design and deploy disaster recovery concepts and approaches.
- Stay abreast of development in the messaging and collaboration features of Microsoft Office 365, Exchange Online, Microsoft Teams, and to provide technical leadership working others to evolve the solutions and standards for meeting client needs.
- Limited Travel required.
- Other duties as assigned.

#### Supervisory Responsibilities

None.

#### Work Environment



XPORTECHS 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, position requirements, and emergency response scenarios. Engineering functions and processes commonly involve afterhours scheduled and planned projects and tasks. Capability to work from home or a remote location is required by this position. Remote work and work from home arrangements are made at the discretion of the Service Manager.

### **Minimum Qualifications**

- Minimum of 5 years of hands-on experience designing, implementing and supporting Microsoft Messaging, Microsoft Server and Office 365 Exchange online environments.
- Minimum of four years of PowerShell experience required.
- Expert knowledge of Windows Server 2008-2012 Active Directory, DHCP and DNS. Hands-on experience with Windows Server build and configuration. Expert knowledge of Microsoft Exchange Server 2010, 2013, and Exchange Online.
- Experience with Microsoft Unified Messaging is strongly desired. Implementation of mail security and data loss prevention systems.
- Hands-on experience with Mimecast is strongly desired.
- Hands-on experience with various MDM platforms (Intune, Citrix, cisco).
- Strong technical skills required to manage the daily operations and project implementation in a fast-paced managed services support setting.
- Must be an effective communicator with strong attention to detail in order to perform daily checks, monitor vendor support and perform required maintenance to keep the client systems highly available, stable and always performing optimally.
- Must be able to work in a small team environment.
- Shares information and communicates clearly with team members to improve team effectiveness.

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.