



**JCMR**<sup>®</sup>  
TECHNOLOGY

## Job Description Systems Specialist

May 2016

**LOCATION:** Charlotte, NC

**EMPLOYMENT TYPE:** Full-Time

**DESCRIPTION:** Do you have a passion for helping clients? Do you love to solve problems and help improve the quality and outcome of technology for clients? If so, this is a great opportunity for you. You will be working with our valued clients and partners architecting, deploying, transitioning, operating, managing and optimizing complex IT environments.

JCMR is looking for a Systems Specialist to drive and ensure client satisfaction, deployment, adoption and support of systems solutions. The primary product and responsibility will focus on

- **Microsoft:** Windows Server Operating Systems, AD, DNS, DHCP, Hyper-V, System Center, Azure, and Office 365 cloud technologies in a public, private, or hybrid topology.
- **Hypervisors:** Microsoft, VMware and migrations to and from
- **VDI Deployment Platforms:** Citrix, Microsoft and VMware
- **Storage:** EMC, NetApp along with general SAN and NAS environments
- **Data Protection:** EMC, Microsoft, Veeam and Veritas, including Disaster Recovery Planning
- **High Availability:** Active Directory, DNS, DHCP, SQL and migrations

### ROLE AND RESPONSIBILITIES

As a JCMR Systems Specialist, you will be required to interface with clients at all levels, partners and JCMR internal sales, engineering and operations to provide solutions that drive desired outcomes from our clients.

Working with some of our best as well as new clients, you will be required to gather requirements using existing or standard templates and approaches and provide solution development via collaboration with clients and our key partners. You must frame all client solutions so they can consume and commit. In addition, you must recognize a complete solution to include execution planning, migration planning, client transition and adoption as well as recognizing opportunities for managed services from the extensive JCMR portfolio.



As a Systems Specialist you may be required to provide technical support and training both onsite and via telephone and electronic media. The ideal candidate must be customer focused, able to design and implement actionable designs and solutions while possessing the ability to communicate clearly with both internal and external stakeholders. You will be required to resolve open issues and ticket with JCMR managed clients from time to time. You also have a flexible work schedule that may include weekends, evenings, and holidays. This position will provide these services both on-site and off-site with various customers and will require local travel.

**Required Skills:**

- Positive attitude with our team, partners and clients including professionalism and responsiveness
- Technically certified and experience in the technologies listed above.
- Exceptional customer support and communication skills in person and on the phone
- Hands-On Migration/Deployment experience
- Proven assessment, design, planning, implementation and support experience on a technical level with the desired technologies
- Three years' minimum experience understanding backend messaging systems. (i.e. Exchange, Gmail, O365....)
- Technically know and can execute at least one major Microsoft solution beyond System Center. This can be Exchange, SharePoint, O365, Azure, and SQL Server among others.
- Self-starter by managing attributes such as punctual, priority setting, composure, and fully capable in 60 days.

**Desired Skills:**

- Presentation and Written Skills
- Time Management
- Invests in continuous learning and thirst for knowledge
- Adaptability to different environments



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### **Required Experience:**

- 3-5 years' experience working in multiple client environments
- Demonstrated client success and quality

### **About JCMR Technology:**

JCMR Technology was established in 2000 as a Service-Disabled Veteran-Owned Small Business (SDVOSB) and is headquartered in Charlotte, NC. We help clients optimize their Information Technology strategies, systems and processes. Additionally, we analyze culture and staffing models to promote maximum results, within a sound budget.

JCMR Technology is an IT Solutions provider focused on delivering professional services and serves both the Small Enterprise and Mid-Market space. We provide implementation services for a wide variety of Security, Management and Data Center products utilizing our Nautilus methodology. Our Nautilus methodology gives us the ability to implement technology with consistency, quality, and measurable success.