

Job Number: F-11121-3
Title: Senior Desktop Engineer
Location: Cleveland, OH
Length: Full Time
Start Date: ASAP
Hourly rate: \$90 – 105,000.00

The Desktop Engineer responsibilities include:

- * Perform user, system and support requirements gathering and analysis to provide design and architectural recommendations
- * Research options providing functional and technical written evaluations of products and operating system upgrades and patches
- * Develop, organize and maintain standard operational procedures
- * Create desktop/laptop build processes for domestic /global sites
- * Create and communicate systems and application standards
- * Create and maintain systems documentation for testing and validation
- * Package software and design distribution methods
- * Perform software distribution and patch management to Windows PC's, laptops, and servers
- * Maintain relevant and current knowledge and be a leader, within assigned technical fields
- * Prioritize work efforts, multi-task in a very fast-paced environment, and provide timely and clear updates
- * Lead large projects
- * Manage the daily administrative and operational aspects for the group
- * Provide technical consultations and presentations to IT as needed
- * Create and lead configuration management processes, while following all change management guidelines.
- * Provide disaster recovery planning for client technologies
- * Perform post-implementation 3rd level support, identifying root cause with strategic solutions to problems.

Experience Required:

- * Minimum 5-7 years' experience as Desktop Engineer including image creation/build, OS installation/troubleshooting, Application Packaging QA
- * SMS/SCCM ' experience with creation, migration and deployment of application packages. Solid foundation designing and implementing distributions with Wise, Active Directory, SMS/SCCM for the full lifecycle with diagrams, workflow Visio's, support documentation, training and presentations.
- * VBScript and/or PowerShell scripting
- * Experience with Windows 7 or IE8 would be a PLUS, currently on WinXP
- * Experience architecting a large Windows desktop/laptop/Active Directory environment (roaming profiles, etc)
- * Experience leading and managing, deploying and supporting large scale O/S migrations and introducing new technology based on business needs and industry standards
- * Resource Kit level knowledge of Windows 7, 2003, Windows 2000 Prof., and XP
- * Ability to work independently without intensive oversight ' must be a go-getter and take initiative on a regular basis finding ways to avoid problems proactively rather than just fixing them after the fact)
- * Initiative and ability to research problems independently, finding root cause
- * Emphasis on sharing of knowledge through good communications, peer training and written documentation
- * Effective team leadership and strong inter-personal skills
- * Positive customer service and team attitude (helping others when required)
- * Focused on quality
- * Organized
- * Committed to continual improvement

Bachelor degree required, with a strong preference for Bachelor of Science degree in Computer Science or Computer Information Systems

Technical Proficiencies:

* Microsoft desktop technologies

* Discipline to adhere to formal system lifecycle methodology

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Strong Background in the following areas:

- Windows 2003/2008 server
- Windows 7 & XP Desktop
- VBScript
- Image builds experience using Ghost/VMWare or similar technologies
- Knowledge of SQL a plus
- Wise Package Studio
- WMI
- SMS or SCCM
- Roaming Profiles for user settings, builds and distributions (AD)
- Advanced Networking concepts (TCP/IP, Routing, Firewalls, Network Security)

Other useful proficiencies:

- MCSE, PMP, EE (for in-depth analysis and proactive vs. reactive approach).
- Windows Operating System installation/troubleshooting techniques
- Application compatibility remediation techniques
- Microsoft Deployment Toolkit
- Application packaging techniques
- Microsoft Office
- Microsoft SMS / SCCM
- Application Virtualization
- Operating System virtualization