

CorasWorks – System Support Engineer

Position Overview

CorasWorks is seeking a System Support Engineer to work in a rapidly growing 'virtual' collaboration software firm headquartered in Reston, Virginia. Qualified candidates will have experience in handling the pressures of a support environment and completing support items professionally, as well as being able to prioritize and manage simultaneous requests. Knowledge of Windows Server, Active Directory, Microsoft Office applications, and Microsoft Outlook are valuable..

Duties & Responsibilities

The activities of the System Support Engineer are assigned by the Director, Customer Support. This position is responsible for the availability and day-to-day management of the systems that run our virtual company. Having a high amount of professionalism, responsiveness, and product knowledge is critical to our success. This position has responsibility for 24*7 responses to emergency infrastructure issues and there will be the requirement to work maintenance windows outside 'normal' working hours. The System Support Engineer is responsible for:

- Creating and maintaining internal and external user Active Directory accounts, hosted email accounts, and Aptela telephone system accounts;
- Configure and maintain user computers;
- Administer and monitor multiple company Microsoft web and SQL servers at hosting facilities in Sterling, VA;
- Provide telephone-based advice and support for software customers;
- Support computer installation at CorasWorks office location in Reston, VA.

Skill, Experience & General information Required:

This position requires a person who can work with business and technical people, always ensuring that the customer is successful. In order to qualify for this position, applicants must meet the following conditions:

- Excellent speaking and business writing skills, with the ability to communicate to both the Business and Technical audiences;
- Ability to apply concrete solutions to abstract business concepts and bring clarity to support situations;
- A solid understanding of the architecture of SharePoint and collaborative solutions;
- Work independently with little supervision;
- Experience in problem solving and documenting solutions in a technical environment

Key Technologies

This position requires understanding of the following technologies:

- 1+ years Windows server administration, using Active Directory
- Experience in using and supporting Windows desktop environments
- Familiarity with Microsoft SharePoint Designer, Office 2007+, and Outlook
- Experience in preparing desktop and laptop installations, both from fresh installations and via imaging

Benefits Overview

- Virtual Position with company paid office expenses (Phone, Internet)
- Stock Options
- 100% Medical Insurance