



701 W. Randall St.
Suite C
Coopersville, MI 49404
616.837.6930
www.itrw.net

January 28, 2014

Job Description – Consultant

Minimum Qualifications: 3 years experience as a Consultant (IT & Business Consulting)
BS degree in Information Technology
At least 3 current and valid certification: such as MCSE, CCNA, VCP
PMP Certification or equivalent experience

Experience: Minimum 7 Years post-educational Networking/Server experience
Extensive experience with Systems: Windows, Cisco Systems, UNIX, Linux, Novell, MS Active Directory, MS Exchange, etc.
Good working knowledge of networking: Switches, Routers, Hubs, Servers, Cables, Racks, Firewalls, LAN, WAN, TCP/IP, DNS, UDP, Latency, VoIP, QoS
Extensive Project Management/Oversight experience
Proven complex solution design experience including Systems Engineering, Systems Integration, Planning, Implementation and Support.
Technology Lifecycle Management experience
Extensive Backup, Disaster Recovery and Business Continuity expertise
Extensive Security, Virtualization, and Cloud expertise
Professional Presentation experience

Duties:

Assists Sales and Service in the Design, Planning, Implementation and Support of medium to complex IT solutions. Provide ongoing support and oversight to multiple opportunities and projects.

- ◆ Provide IT and business consulting to a wide variety of clients, ranging from small to enterprise sized environments.
- ◆ Consult at all business levels, on a wide variety of topics, including: networking infrastructure, systems implementation, integration, configuration, validation, backup/DRP, and support of various Microsoft, Novell, VMware, Cisco, and Citrix products, and solutions.
- ◆ Provide business consulting experience in IT strategy and administration, as well as business process consulting, ITIL, budgeting, vendor identification/selection/relations, and on-going support.
- ◆ Solution architect/lead engineer for complex IT solutions
- ◆ Work with sales and client teams to analyze and determine virtual/physical needs and design

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- ◆ Determine necessary hardware and software for various implementations and platforms
 - ◆ Project Plan and oversee configured solution installation, testing and customer training/documentation of various hardware and software components
 - ◆ Work with engineering staff on knowledge transfer, ongoing operations, and support (as needed)
 - ◆ Provide ongoing technical and project support to engineering staff
 - ◆ Work with clients and outside vendors to design, troubleshooting and resolve complex issues
 - ◆ Work in multivendor environment to separate symptoms from root cause
 - ◆ Provide objective non-biased feedback and work around options to complex customer and engineering issues to client, IT Resource Management and engineering staff
 - ◆ Provide weekly project management updates and communication to client stake holders and IT Resource management
 - ◆ Track client and consulting hours, effort, and progress
 - ◆ Deliver milestone presentations for stakeholder audience
 - ◆ Author professional correspondence, articles, and documentation to customers and vendors.
 - ◆ Design and deliver various presentations for clients and prospects.
 - ◆ Communicate technical concepts to various business levels using everyday terms to facilitate clear understanding.
 - ◆ Rapidly learn, master, and incorporate various computer systems, hardware, software, application, and technologies
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- Enters all relevant information and documents into the ticket management system, as well as properly notating tickets and projects with all customer contact
 - Recommends procedures and controls for problem prevention.
 - Completely documents any and all changes to customer systems
 - Maintains knowledge database and ticketing system data to enhance quality of customer support
 - Works in a team setting, sharing information and assisting others
 - Provides expert level assistance with Microsoft Outlook, Microsoft Internet Explorer, and other Microsoft products.
 - Provides expert level assistance with customer software packages

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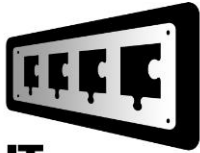
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- Performs workarounds as appropriate if incident cannot be resolved and/or root cause unknown.
- Escalates issues in a timely manner to management if necessary
- Provide training, mentoring and assistance to Help Desk Staff
- Install, configure, and maintain network services, equipment and devices.
- Supports administration of servers and server clusters.
- Manages all system back-up and restore protocol.
- Plans and supports network and computing infrastructure.
- Perform troubleshooting analysis of servers, workstations and associated systems.
- Documents network problems and resolution for future reference.
- Monitors system performance and implements performance tuning.
- Manage user accounts, permissions, email, anti-virus, anti-spam.
- Requires a thorough knowledge of networking essentials.
- Oversee software and network security.
- Strong analytical abilities and professional office experience needed
- Assist with Sales Opportunities as necessary for development of Bills of Material
- Maintains a steady stream of effective communications with customers regarding projects and service tickets
- Frequently interacts with Customer influencers to evaluate and determine best practices and hardware/software needs.
- Maintains a CIO/CTO/Trusted Advisor status with customers

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- Engages in routine strategic discussions with customers regarding business objectives and goals
- Manages complex projects for customers as a team leader for the project
- Able to work independently for the best customer experience - little to no oversight required from management

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