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SCCM (System Center Configuration Manager) Support

Linchpin Solutions, Inc. – Kuwait

Job Description:

This position is located in Kuwait.

Candidate will provide configuration management to satellite communication solutions.

Candidate will be responsible for the configuration, operations, maintenance, troubleshooting and resolution of customer technical problems over the phone, via e-mail, on-site or using remote connectivity. Candidate will work as part of a team and must display a rigorous work ethic and possess the initiative and independent thinking to thrive in a dynamic environment.

The candidate shall perform the following tasks:

This position will be responsible for the remote control, patch management, software distribution, operating system deployment, network access and protection.

- Shall have superior knowledge and demonstrated technical proficiency in Microsoft SCCM 2007 with experience in managing large enterprise environments and enterprise application packaging.
- Shall have Windows 7 migration and deployment experience.
- Shall have expertise in properly repackaging both customer developed and vendor supplied applications for standard Windows desktop platforms using SCCM 2007.
- Shall have expertise with full packaging life cycle including: initial packaging problem research and discovery, package development and construction, package testing, third-level production support, and providing full package documentation and build notes.
- Shall have expertise testing application and application packages for interoperability on supported platforms per defined company processes and software packaging and configuration management best practices.
- Shall have expertise in Visual Basic (VB) and Windows batch scripting languages.
- Shall be proficient knowledge in SQL database and queries.
- Shall have ability to follow documented Standard Operating Procedures (SOP).



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- Shall analyze functional problems and determines techniques/requirements feasible for expedited solutions.
- Shall compose and maintain network documentation.
- Shall lead systems performance diagnosis and scalability assessment activities.
- Shall maintain patch compliance of workstations within 90% of Information Assurance & Vulnerability Assessment (IAVA) vulnerabilities.
- Shall maintain client agent compliance within 90% of Active Directory objects.
- Shall work on all three information classification enclaves
- Shall have an in-depth technical knowledge of Microsoft operating systems Windows XP, Windows 7, Windows Server 2003 and Windows 2008R2.
- Shall have experience with server performance tuning and monitoring tools.
- Shall have a solid understanding of standard client/server, networking, and internet fundamentals and extensive knowledge of Internet Protocol (IP) communications.
- Shall be able to troubleshoot all aspects of SCCM effectively and understand the product flow patch management, software distribution and logging in detail.
- Shall have technical documentation skills and effectively communicate with leadership on technical issues.
- Shall have communication, interpersonal, and mentoring skills.
- Shall possess strong organization, time management, and project management skills.
- Shall have experience in other Microsoft management technologies, including Active Directory (AD), Microsoft Operations Manager (MOM) and/or System Center Operations Manager (SCOM), System Center Essentials and Windows Server Update Service (WSUS) is desired.
- Shall have experience with best practices in information technology (IT) standards, principles (e.g. Information Technology Infrastructure Library [ITIL]), and security practices.
- Shall have in depth knowledge of SCCM/SMS/ConfigMgr infrastructure including Client Health, Software Updates Management, Operating System Deployment, and Software Distribution.
- Shall have ability to write complex SQL/ Windows Management Interface (WMI) Query Language (WQL) queries.



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- Shall have thorough understanding of Windows server and client platforms.
- Shall have experience in Windows, SQL, Visual Basic Script (VBS) / PowerShell Scripting and WMI to automate manual tasks.
- Shall have knowledge of WMI is essential.
- Shall perform complex problem solving, determination and resolution of application-related and SQL issues.
- Shall have a good understanding of Active Directory, Organizational Unit (OU) structure and Group Policy.
- Handle other duties as assigned

Experience:

- 5+ years related work experience.
- 3+ years of demonstrated experience in technical support for SMS 2003/SCCM 2007 or SCCM 2012 in an Enterprise environment.

Education Requirement:

Bachelor's degree in Information Systems Management or related field, preferred

In lieu of a bachelor's degree in information systems management or related field, candidate must meet either of the following:

- An associate degree plus seven (7) years of recent specialized experience OR
- A major certification plus seven (7) years of recent specialized experience OR
- 11 years of recent specialized experience

Certification Requirement:

- Shall have Security +
- Shall be Microsoft Certified IT Professional (MCITP) or Microsoft Certified Systems Engineer (MCSE)



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Build your career with us!

Linchpin Solutions' professional services organization is committed to delivering qualified candidates that meet or exceed clients' technical and management expectations. Our growth means exciting career opportunities for talented professionals in IT, engineering, software development, logistics, project management and other key areas. We provide personnel that become valuable assets to the organizations they serve and contribute to the overall skill diversity and strength of the Linchpin Team.

Career choices

Linchpin's success comes from the talent and commitment of our professionals. As one team, we share the challenges and rewards that come from growing the company, which reinforces our culture of ownership. All of our professionals' benefit from the value we collectively create.

Benefits

Linchpin Solutions, Inc. offers paid vacation, sick time and holidays, a 401K plan with matching, health, dental, vision, and long-term disability insurance along with flexible spending accounts.