



## CAREERS

Interested Applicants should submit their resume & cover letter to [HR@metricanet.com](mailto:HR@metricanet.com)

### **Junior IT Specialist OTA Contract Off-Site Position**

Metrica Incorporated is a broad-based professional services firm established in 1984 to provide to government and corporations an array of program support activities. These support activities include Operational Management and Support (OM&S), Information Technology (IT), Professional Consulting, and Commercial Systems. Metrica's OM&S services encompass employee relocations, international logistics, facilities management, and training development. Metrica's Professional Consulting services provide experience and expertise in the areas of econometric analysis, human performance technology, and statistical analysis.

The open position Metrica is seeking to fill is a junior IT Specialist located at our Program Management Office (PMO) in Arlington, VA. The IT Specialist shall provide end user computer support and training; troubleshoot computer software and hardware issues, which include printing, word processing and spreadsheets (specifically Microsoft Office products), electronic mail, networking, and operating systems. The IT Specialist shall perform basic system administration tasks on Microsoft Active Directory, SharePoint and mail servers, which includes troubleshooting system issues and performing maintenance, managing Active Directory users and groups, and maintaining network documentation. The IT Specialist may also perform basic network administration on switches and firewalls.

The IT Specialist will be responsible for configuring end-user computer systems and ensure that our client's systems are in compliance with their policies, standards, and procedures.

#### **Requirements:**

- ) Ability to diagnose, troubleshoot and resolve end user and system-related issues to ensure continuity of office operations
- ) Experience administering: Windows Server 2003/2008/2012, including knowledge of group policy, Hyper-V, Exchange 2013, and familiarity with patch management processes and network security practices
- ) Provide the global client technical support via remote access, over the phone/Skype and email.
- ) Support includes software installation, setup and configuration, tutorials and multi-tier troubleshooting
- ) Procurement, setup/configuration and shipment of technology related equipment and services to global clients according to approved property provisioning lists

- J Maintain pool of new and used computer packages for global assignment
- J Manage hosted Office 365 email system for global clients
- J Create accounts, maintain email software, and provide troubleshooting support for email use
- J Provide PMO office day-to-day help desk support for any and all technology-related issues, including all hardware (workstations, copiers, printers, mobile devices, etc.) and software (Microsoft Windows, Office, Adobe Acrobat, etc.)
- J Manage hosted Exchange Email service via RackSpace
- J Perform routine maintenance of File Server (updates, backups, log review)
- J Assist Senior Systems Administrators located at the client headquarters in Washington, D.C. with support issues that may arise
- J Provide end user training on use of hardware and applications
- J Maintain log of customer purchased equipment assigned to global clients
- J Perform Monthly Expenditure Auditing
- J The incumbent must be a U.S. citizen and be able to obtain and maintain a “**Secret Security Clearance**” if necessary
- J Minimum of 1 – 3 years of IT experience

**The Ideal Candidate:**

- J Bachelor’s Degree in Computer Science or related degree or equivalent combination of education and experience.
- J Experience with: SharePoint to include SharePoint administration desired.
- J Will have some of the following certifications such as: CompTia A+ or Network+, Microsoft Certified Technology Specialist, Microsoft Certified Desktop Support Technician
- J Will have experience with some or all of the following technologies: Exchange 2013, SharePoint 2013, Microsoft Access, BlackBerry Enterprise Server 12, Microsoft Remote Desktop Services, Office 365, Microsoft SQL Server.

**Skills Required:**

- J Self-starter who displays initiative and can work independently is a must. The attention to detail and the ability to work effectively under tight timelines is also critical to this position.
- J Positive attitude with high degree of patience and can work directly with Senior U.S. Government employees.

Metrica Incorporated offers an excellent starting salary and outstanding fringe benefits, including Medical, Dental, Tuition Assistance, and 401(k) Retirement Plan to name a few.

Interested Applicants should submit their resume & cover letter to [twalker@metricanet.com](mailto:twalker@metricanet.com) by 5:00 PM CST, Friday, December 2, 2016.

Metrica is an Equal Opportunity Employer, M/F/D/V.