



**POSITION** : Engineer, Sr. Messaging  
**DEPARTMENT** : Information Services  
**CLASSIFICATION:** Exempt

### **GENERAL SUMMARY**

This position is responsible for the initial and ongoing "design", analysis, and implementation of a Microsoft Enterprise Messaging system. The position is also responsible for ensuring that the entire range of hardware/software configurations within Adesta's unified messaging environment are designed, procured, developed, implemented, tested, fielded, and supported in a rigorous, verifiable and cost-effective manner that meets the objectives of the business. The Sr. Messaging Engineer must demonstrate the ability to lead IT projects and initiatives through their successful completion, and to develop junior staff through mentoring and training programs.

### **ESSENTIAL DUTIES AND FUNCTIONS**

- The implementation and production support of the company's Unified Communications systems, Microsoft remote messaging and software virtualization
- Developing, documenting, and standardization of preventative maintenance routines to ensure the unified messaging system's availability and performance meet all company standards
- Working with the Enterprise Support Group to develop user and operational UC training/education strategies
- Leading project teams and mentoring other Adesta IT staff
- Working with tightly-aligned 2nd and 3rd level staff to ensure superior level of service
- Providing level 2 and 3 support for service requests and trouble tickets
- Planning and architecting for new technologies, including assisting in the development and revision of Adesta's IT strategy

- Serve as a liaison to vendors to facilitate problem resolution and quarterly technology roadmaps updates
- Designing and implementing Windows clustering and fail over technologies, load balancing, and reporting metrics.
- Implementation of security initiatives to insure the compliance of Adesta's unified communications environment based upon policies and procedures as set forth by the IS Security and Audit team
- Accountable for adhering to Change Control Policies and Procedures.
- Accountable for meeting operational, and service level objectives

## **EDUCATION AND/OR EXPERIENCE**

- BS Degree in Computer Science, MIS or Engineering, or at least 6 years of progressively expanding IT experience in the development/support of a Microsoft Messaging system
- 5 + years of hands-on experience managing electronic messaging systems in a large scale enterprise; including system design, project planning, and the maintenance of system and engineering documentation
- 3 + years of experience with a progressive level of responsibility in the management of a UC implementation in a central data center
- 2 + years of working knowledge in a SAN based messaging infrastructure
- 2 + years of applied knowledge of UC architecture;
- Extensive experience with:  
Windows Server 2000, 2003, or 2008, MS Exchange Server 2003 and 2007, Microsoft Live Communications Server or Office Communications Server 2007, Microsoft OWA / Anywhere Access, Microsoft Forefront, Microsoft Active Directory and Group policy, Microsoft Application Virtualization, Domain user, group, and security administration, VMware ESX Server or Microsoft virtualization technologies, Citrix Presentation Server/Remote VPN, Windows XP/Vista support, Message archival, VoIP integration
- Working knowledge of enterprise backup concepts (to disk, to tape, recovery, archiving)
- Very strong understanding and experience with VoIP technologies