



expertise in action™

Messaging Engineer

In 1988, ACS founder and Chairman of the Board Darwin Deason recruited a group of extraordinary information technology professionals and instilled a passion and energy we call hustle. We believe the impossible is possible, and that giving up is not an option.

We're Affiliated Computer Services, Inc. (NYSE: ACS), a premier provider of diversified business process outsourcing (BPO) and information technology outsourcing (ITO) solutions to commercial and government clients worldwide. Based in Dallas, ACS is a FORTUNE 500 company of 62,000 people supporting client operations reaching more than 100 countries.

Responsibilities may encompass: Implementation and operational support of Active Directory and Exchange systems, proactive maintenance and monitoring of Exchange and related systems. Acts as Project Technical lead for migration and deployment activities.

Additional responsibilities include:

- Participates and/or leads others in technical proposal process.
- May exercise responsibility for marketing new or follow-on contracts.
- May make technical presentations to ACS management and/or clients.
- Participates in regular on-call responsibilities that may include 24x7 support
- Verbal and written communication on in-depth technical issues to clients
- Focused support for disaster recovery or critical technical issues
- Works professional hours which may include extended or after hours support
- Approximately 10% travel or less expected
- Approach problems with a wide degree of ownership to determine solutions

Position Detail

-3 or more years of experience supporting Exchange 2000/2003 in a top tier technical role (3rd level) for an enterprise environment (5,000 seats or more)

- Experience supporting Exchange production server build and configurations including
 - Disk subsystem configuration and performance including SAN architecture
 - Exchange backup configuration and monitoring
 - Exchange monitoring setup/configuration using MOM, NETIQ or similar tools
 - Building Exchange server clusters in production environment

- Exchange database maintenance and restore / disaster recovery
- Solid understanding of Exchange and Active Directory tool sets such LDP, ADSIEdit, LDIFDE, ESEUTIL, MFCMAPI, MDBVUE, and PFDAVADMIN
- Support of all Exchange MAPI clients and ability to troubleshoot client performance and connectivity issue at the LAN and Network levels
- Experience supporting and troubleshooting mail routing and transport
- 2 years experience with implementation and configuration of SMTP Gateways, Anti-virus, and Anti-spam tools in an enterprise environment
- 2 years experience with build, deployment, and support of Blackberry Enterprise Server including recovery or fail over
- Support and planning of migrations from prior versions of Exchange or other platforms to Exchange 2003
- Implementation and support of Exchange integrated Anti-virus
- 5+ years of experience with Windows NT 3.x/4.0 and Active Directory domain administration.
- Minimum of 5-10 years of related technical support experience
- Experience supporting systems that provide services to multiple customer bases simultaneously
- 5+ years of experience with TCP/IP based technologies and protocols related to e-mail and other electronic collaboration tools, namely DNS, SMTP, POP, IMAP, WINS, FTP, HTTP(S), NNTP, and LDAP
- Experience with Intel-based server hardware and related technologies, including all generations of SCSI and RAID (hardware- and software-based).
- Bachelor's degree in a related field, or equivalent work experience.

Additional Desired Experience :

- Experience with deployment and troubleshooting Blackberry and other mobile devices for Exchange as third tier support
- Experience with Exchange 5.5
- Experience with additional messaging applications such as Notes, Sendmail, Groupwise and their connectivity or migration to Exchange
- Experience supporting and implement additional applications to Exchange such as Fax, Encryption, and Archiving
- Additional in depth experience supporting Active Directory
- The use of third party tools for AD and Exchange migration

ACS is an Equal Employment Opportunity/Affirmative Action Employer and does not discriminate against any applicant on the basis of race, color, religion, national origin, age, gender, marital status, disability, sexual orientation, military/veteran status, or any other status protected by Federal or State law or local ordinance.

