

## **VMWARE TECHNICAL ANALYST/CONSULTANT**

Toronto and Ottawa

Hands on experience with VMware workstation and server products a significant plus  
Hands on experience with Altiris Deployment Server and Blade technologies  
Experience with IBM blade series or HP Proliant Blade Series Servers

Respond to inquiries, primarily via email and telephone  
Provide onsite support at customer locations  
Recreate customer technical environments by researching, identifying, and resolving a variety of problems  
Work directly with staff in quality assurance, engineering, sales, marketing, operations, and administration to resolve problems  
Document all technical inquiries, develop and review content for knowledgebase and Web access

Experience in providing technical support to enterprise customers (preferably Global 2000) for mission critical Windows and Linux computer systems and related software  
Strong Windows administration skills  
Installation and configuration of operating systems  
Setup and operation of TCP/IP networking  
4 to 6+ years experience for each of the above requirements  
Excellent interpersonal skills  
Strong spoken and written English skills  
Ability to handle 2nd and 3rd shift support requests  
B.S. in Computer Science, Electrical Engineering, Math, or equivalent work experience  
Strong working knowledge of the various flavors of Linux, Microsoft (Windows XP, Windows 2000, Windows NT, Windows 98, 95, and 3.1; MS-DOS), plus x86 platforms, devices, and networking  
MCSE or equivalent certification