

(This is not an order)

Reference to Our Request No.: RFQ- 3145-0

Statement of Work

Requirement Title:

MSSG IT OPS FAS Specialist 4

Requirements Description:
Duties Role:

Troubleshooting:- Take appropriate and effective action where possible to troubleshoot hardware and/or software related problems occurring in the field FAS baselines, and where necessary request assistance of counterparts in other NCIA branches or in sister support agencies for solving system related problems; - Organise/Administer user help requests. Requests must be logged, solved and forwarded to the 2nd level support. The elapsed time in order to handle the requests must be monitored and priorities must be recommended to the system manager as necessary- Provide Technical Assistance. - Replying to incoming requests for technical assistance from both NATO and National users on the site. The requests can cover software, data communications system and network configuration, licensing issues, and documentation - System Administration, Operation and Maintenance for the FAS domain. This includes but not be limited to:- configuring and maintaining the network of new and legacy servers,- installing the FAS baselines and related components) and- managing system backups. Install and Configure operating system and application software on operational FAS computers

Requirements Description:
Skills knowledge experience:

Essential:• Experience administering or maintaining SharePoint/MOSS or SharePoint/MOSS based applications • Experience in MSSQL administration and maintenance or MSSQL development. • Experience or equivalent knowledge in the area of Microsoft system administration – AD, DNS,GPO,RDS (Remote Desktop Services) • Experience in developing scripts by using modern script languages i.e.: python, PowerShell. • BizTalk server administration experience • Hands on experience with administration of WEB Services • Hands on experience with administration and maintenance of Virtualisation technologies, • Experience in testing of software applications. • Database administration of any of the following: o Microsoft (MS) Sal Servero Oracle Database POSTGRESQL RDBMS • Hands on experience with the configuration and system administration of UNIX and Windows operating systems. • Data communications experience including TCP/IP. • Fluency in English: 3232 (Listening, speaking, reading and writing). The work both oral and written in the post and in the Headquarter as a whole is conducted in English.

Desirable: • Knowledge and experience with the configuration and administration of the Sun Solaris operating system. • Knowledge and experience with the configuration and administration of the HP-UX operating system • Experience in administering and maintaining GIS related systems. • ITIL Foundation • T-SQL knowledge