IT - Technology Lead , EUC , EUC-Others Job

Employer Name: Hire IT People LLC

SpiderID: 12492680

Location: Folsom, CA, California

Date Posted: 5/4/2022

Wage:

Category: Information Technology

Job Code:

Number Of Openings: 1

Detailed Job Description:  
  
Monitoring day-to-day performance of tech systems  
  
Diagnosing, debugging and troubleshooting tech problems  
  
Need a strong set of hard tech skills, and a strong basis in current technology  
  
Useful to have hands-on experience with specific kinds of hardware, software, applications, and systems  
  
Manage allowable fault rates on the platform as per client standards  
  
Determine and monitor the overall the performance of the platform/ driver using client provided tools  
  
Minimize degradation of performance by working with vendor to improve performance with their driver stack  
  
Monthly monitoring of hardware failure rates for all devices in the environment  
  
Define KPIs needed for Health and validation team to measure  
  
Periodic engagements with HP, Dell, Lenovo, or Microsoft to troubleshoot issues occurring in the environment  
  
Smoke Testing Potential Driver Candidates for release and analyzing the potential impacts to performance  
  
Follow the defined process for driver and firmware releases.  
  
Analyzing driver advisories for impacts to the PC fleet  
  
Troubleshoot and close the tickets raised by the end users within the SLA period.  
  
Mandatory Skills:  
  
Strong PC troubleshooting skills - Troubleshooting on Desktops\Laptops in case of issues with various components and drivers.  
  
Example: Wireless, LAN, Serial I/O, Graphics, Audio, Fingerprint reader, Mouse, Keyboard, Blue Tooth, Camera, RST (Storage), Intel Chipset, Management Engines drivers, BIOS and etc.  
  
Knowledge of Thunderbolt docking Stations and addressing new issues.  
  
Strong understanding of Windows Internals  Win-10.  
  
General PC Architecture, OS Architecture, Firmware and Driver Architecture/ Framework.  
  
Analyze BSODs.  
  
Read and Analyze Event Viewer logs.  
  
Ability to use available Microsoft and 3rd party tools to analyze PC failures and performance issues.  
  
Troubleshoot and analyze complex issues and determine root cause.  
  
Domain knowledge: WLAN Network Protocols, Audio, Graphics Standards and Firmware/CSME/TPM.  
  
Drive Health KPIs and validation metric definitions.  
  
Identify, Assess, and drive implementation of changes to the drivers and Firmware deployed in the environment.  
  
Should be able to communicate by telephone, email or face to face. Travel may be required as per the job requirements.  
  
Raising Package creation request and management for easy patch updates.  
  
Knowledge of Windows Performance tools.  
  
Strong verbal and written communication skills, with ability to create clear and concise documentation.  
  
Platform hardware maintenance.  
  
Desired Skills:  
  
Expert in Sysinternals suite.  
  
Experience with IBM, Power BI and/or SCCM/MECM reporting tool.  
  
Very good in using tools Wind DBG and Performance Analyzer.  
  
Understanding of Windows Panther Logs.  
  
Windows Telemetry.  
  
Aware of Agile\KANBAN methodology.  
  
Minimum years of experience\*: 8+

Start Date:   
  
  
Position Type: Contractor  
  
  
Years of Experience Required:   
  
  
Education Required: None  
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Sami Scott

Company:

East Brunchwick

New Jersey

08816

Web Site: