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SCCM/MCM System Engineer

Shift: Day Shift - Mon-Fri

Customer Skill Level(s): Senior

Position Description:

The Digital Services Endpoint Management Team requires an experienced Microsoft SCCM/Microsoft Configuration Manager (MCM) system engineer to perform all aspects of SCCM administration, maintenance, and operation of the SCCM Global Enterprise Solution used for Microsoft patch management, software distribution, operating system deployment, and hardware and software inventory across multiple networks. Duties include: monitoring SCCM infrastructure system health; managing boundaries and collections; making required configuration changes; and investigating, analyzing and resolve technical issues and actively pursue mechanisms for preventing, or automating the response to reoccurrences.

The candidate will ensure the SCCM infrastructure functions properly with PKI-based authentication, corporate authorization services, firewalls, and SSL/TLS communications.

The candidate will contribute to development and ongoing improvement of industry best practices and standards for deploying enterprise desktop technologies.

The candidate assist with the Enterprise Microsoft monthly patch ingest/test/deployment cycle (Patch Tuesday).

The candidate will assist with testing and deploying hotfixes/patches/new releases to the SCCM Infrastructure.

The candidate will assist with development of knowledge articles, documentation, and work instructions used by the SCCM, server, desktop teams, Tier 2/3 Help Desk technicians and remote/deployed units.

Critical Skills:

- The ideal candidate will have 3+ years direct experience in the implementation, administration, and configuration of SCCM in a global enterprise environment (for hundreds to thousands of endpoints) across multiple air-gap networks.
- 5-10 years computer/IT professional experience with Windows Server Administrator; Win Server 2016, 2019 or 2022 OR Windows SQL Server.
- Extensive working knowledge of and troubleshooting experience with standard (Windows) client platform administration, configuration, rights management and file access permissions needed to remediate issues.
- Must be proficient with troubleshooting Windows Desktop and Server OS
- Experience managing a desktop OS image for large corporate environments coupled with experience with desktop deployment automation architecture, design/migration and troubleshooting is highly preferred.
- Extensive working knowledge of the Windows registry, interaction of drivers within the OS, and unattended/silent installs of Windows operating systems is highly preferred.
- Must be a self-starter with strong attention to detail.

Mandatory Skills:

Advanced troubleshooting skills and ability to diagnose complex issues.

Excellent communication and interpersonal skills

Firewall Configuration

Microsoft System Center Configuration Manager (MS SCCM)

Must be a self-starter with strong attention to detail

Patch Management

Process Documentation

Rights Management

Setting up Permissions

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Strong understanding of TCP/IP networking, DNS, SSL/TLS, and related protocols.
Windows Server 2016, 2019, or 2022

Desired Skills:

Image Processing

Microsoft SQL

Proficiency in scripting languages (eg, PowerShell) for automation and configuration management tasks

Strong analytical and problem-solving abilities, with a keen attention to detail

Clearance: TS/SCI

Polygraph: FS

Training:

HS or GED and 19 Years Experience

Bachelors and 14 Years Experience

DoD 8570 IA Type: IAT Level 2

DoD 8570 CE Certification Requirements: CompTIA Security+ CE