

Position Title: Exchange Administrator - Subcontractor

Solution Area: Unified Communications

Department: Professional Service

Position Summary:

This Exchange Administrator (Subcontractor) will work directly with our customer to provide day to day Exchange support. The customer is currently going through a Lotus Notes to Exchange 2010 migration. This consultant will help resolved escalated held desk issues, mail routing issues and Blackberry issues.

The client is located in the Milwaukee, Wisconsin area. This contract starts immediately and runs through July 29, 2011. There is a possibility that the contract will extend through the end of 2011.

Job Competencies:

- Perform Lotus Notes to Exchange 2010 mailbox migrations using Quest Migration Tools
- Provide 3rd level support for all migration issues
- Assist with help desk tickets relating to the Exchange 2010 environment
- At the conclusion of the Notes to Exchange migrations, perform the following:
 - Conduct additional Exchange 2003 to Exchange 2010 migrations
 - Continue providing Exchange 2010 support during the migrations
 - Continue assisting with help desk tickets
- Convey technical concepts clearly and confidently to non-technical people
- Self-motivated individual comfortable working in a held desk environment
- Manage his or her own work with minimal oversight and proactively communicates status and risks to project leadership

Knowledge, Skills, Certifications:

This individual must possess the following:

- Sys admin level knowledge of Exchange 2010
- Sys admin level knowledge of Forefront TMG
- Project-based email migration experience
- Quest Migration Tools experience – especially Lotus Notes to Exchange
- Knowledge of Windows 2003/2008 AD
- Lotus Notes to Exchange or Exchange 03 to Exchange 2010 migration experience a plus
- VMware and NetApp Snap Manager for Exchange and working knowledge of Lotus Notes would be a plus

PointBridge Core Value and Competencies

PointBridge is an entrepreneurial environment for goal-oriented people looking to have visibility to ownership, wear a lot of hats, be well-rewarded financially, and be a contributing member of a championship team. You will work in an environment that rewards creativity and initiative. Our atmosphere was designed to encourage free flowing communication, respect, and teamwork. Candidates of PointBridge must exude and support the qualities that are core to the values of PointBridge:

- **CUSTOMER EXPERIENCE:** Delivering beyond expectations through not only the quality of our work but the quality of service we deliver to every customer
- **ENTREPRENEURIAL PASSION:** Ambition to aggressively drive growth embracing change and continuous improvement
- **TECHNICAL BRILLIANCE, TOTAL RELIABILITY:** Discipline in mastering our craft through pride, leadership, and accountability in our work
- **WINNING TOGETHER:** Teaming with, and respect for, co-workers, customers, partners and the community to build lasting relationships that drive results
- **INTEGRITY:** Delivering what we promise and always choosing to do the right thing

The preceding job profile has been designed to indicate the general nature and level of work performed by associates within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of associates assigned to this contract. Additional duties may be assigned and may be subject to change at any time due to reasonable accommodation or other reasons.