

Assess your personal skills with a rating of 1-5 (5 best or high) for each item.

General Skills:

1. \_\_\_\_\_ Experience supporting PC networks running Novell NDS on Linux, ZenWorks, and GroupWise platforms.
2. \_\_\_\_\_ Experience supporting PC networks based on Active Directory with Windows 2003/2008 servers, standard or enterprise.
3. \_\_\_\_\_ Experience and competency loading, configuring, core business software applications on a workstation from network server
4. \_\_\_\_\_ Competency in network setup and configuration of notebooks for travel and network office use
5. \_\_\_\_\_ Competency in establishing satisfactory customer relationships, documentation and followup.
6. \_\_\_\_\_ Competency in configuring network printing on the LAN and from the WEB.
7. \_\_\_\_\_ Experience administering ethernet topology, switches, cabling install and repair, CAT5E to FO.
8. \_\_\_\_\_ Experience designing and configuring internet access, TCP/IP network gateways and routers.
9. \_\_\_\_\_ Experience working with clients in public agencies such as schools or hospitals.

Specific Skills:

- \_\_\_\_\_ 1. Understanding of network topology concepts and cable distribution including ethernet and Appletalk.
- \_\_\_\_\_ 2. Demonstrated understanding of Peer to Peer Windows Homegroup/XP Networking including File and Print Sharing, TCP/IP (Internet), WINS, NetBios, and NetBeui.
- \_\_\_\_\_ 3. Proficiency in completing successful upgrades from Windows XP to Windows 7.
- \_\_\_\_\_ 4. Demonstrated competency in workstation upgrades of hardware (hard drives, memory, modems, multi-media, optical drives etc) and associated software.
- \_\_\_\_\_ 5. Knowledge of general server backup programs (such as BackupExec or ArcServe) and associated storage technologies (such as disk NAS, tape, or hosted DR).
- \_\_\_\_\_ 6. Able to setup printers either local or as network printers under NetWare, Windows or Linux with successful updated installation of printer drivers.
  - a. Setup of Lexmark, Xerox MFP or HP LaserJets, OfficeJets and DeskJets required.
  - b. Config and setup of remote print servers required (such as HP Web JetDirect).
  - c. Remote Web printing from internet browsers.
  - d. Management of network printers using a MPS platform.
- \_\_\_\_\_ 7. Demonstrated competency in installing workstation configurations of core business applications and suites (such as Microsoft Office 2010 or WordPerfect Suite X5).
- \_\_\_\_\_ 8. Demonstrated competency in installing groupware mail clients (such as Outlook, IMAP or GroupWise).
- \_\_\_\_\_ 9. Demonstrated competency in installing groupware application clients (such as SharePoint, MS SQL Server or Microsoft Exchange).
- \_\_\_\_\_ 10. Familiarity with core database products, functionality, and configuration (such as MS Access or MS SQL).
- \_\_\_\_\_ 11. Ability to design, specify, and assemble a mid-size rack network RAID server and storage network.
- \_\_\_\_\_ 12. Knowledge and familiarity with Windows 2003/2008 server and workstation products including navigation and administrative features (including terminal server, SMS auto updates, console manager).
- \_\_\_\_\_ 13. Knowledge and familiarity with Windows BackOffice applications (MS SQL, Exchange etc.).
- \_\_\_\_\_ 14. Knowledge of various programming shells including clients for Windows and Linux.
- \_\_\_\_\_ 15. Knowledge and configuration experience with directory services, DNS, WINS, and Hosts files.
- \_\_\_\_\_ 16. Understanding of DHCP, IP Routing, RIP, and IP Scheme Design.
- \_\_\_\_\_ 17. Ability to correctly configure a major router such as the Cisco 2600 IOS.
- \_\_\_\_\_ 18. Ability to use IP-based commands well: PING, FTP, TELNET, TRACERT etc.
- \_\_\_\_\_ 19. Configuration experience with LINUX web and/or UNIX Sendmail or DNS servers.
- \_\_\_\_\_ 20. Ability to setup and maintain web servers with native tools (HTML) or apps (Expression Web).
- \_\_\_\_\_ 21. Familiarity with thin-client, terminal server or virtualization products..
- \_\_\_\_\_ 22. Experience in providing technical support to users on above products. Remote management and assistance, RDP, VPN, RADIUS dial-in and LAN support skills.
- \_\_\_\_\_ 23. Familiarity with hosted solutions or SAAS applications.
- \_\_\_\_\_ 24. Demonstrated excellent communication and documentation skills.
- \_\_\_\_\_ 25. History of punctuality and responsiveness to management meetings and assignments.

Certifications

Indicate which of the following certifications you have obtained or plan on obtaining within the next 6 months.

A+      N+      MCP      CCNA      \_\_\_\_\_      \_\_\_\_\_      \_\_\_\_\_