

CDW

MAJORS:

TITLE: Associate Engineer (Cisco UC, RS Wireless)

JOB DESCRIPTION:

We have a passion for solving problems. We believe that technology is ever changing and companies need CDW to help them navigate this change and make technology work for them. Associate Engineers are part of the Strategic Solutions and Services practice who are proven partners to businesses in need of information technology solutions. Our engineers specialize in network infrastructure, unified communications, contact center, unified communications application development, security, storage and wireless.

The Associate Engineer role:

Pre-Sales - listen and observe sales activities, maintain professional demeanor in client and vendor interactions, understand the customer needs, asks appropriate questions. Provide in-depth technical expertise on specific platforms and applications supporting solution architecture.

Planning -participate in kick off meetings. Communicate client information and requirements with the project team. Review Statement of Work (SOW), validating scope and tactical project requirements.

Design -read design documents and contribute to the development of client solutions. Participate in joint technology design sessions, as appropriate, to provide technical analysis on implementation sequencing.

Implementation -perform assigned engagement activities as directed, seek assistance as needed. Install, configure and test hardware and applications based on design specification, client environment and solution topology. Consider platform interoperability, equipment/OS upgrades and updates to meet agreed upon hardware standards and manufacturer/CDW best practices. Keep team members informed on assigned tasks via status reports.

Closure - participate in post-project debrief sessions and provide knowledge transfer as appropriate.

Operations - escalate to Engineers for your domain of expertise. Participate in remediation for post incident reviews. Recognize need for problem management and own what is needed to drive resolution, identify and recommend support process improvements. As appropriate, contribute to Wiki forums and provide feedback/questions to stimulate discussion, intellectual capital and continuous process improvement.

The Associate Engineer Training Program

Associate Engineers begin their careers with CDW in a paid 12-18 month training program.

The training program is designed to develop consulting and technical skills through immersive skills workshops, technical training and labs. A Senior Engineer guides the Associate Engineers as they work on real world customer projects throughout the training program.

Become a trusted advisor to our customers; learn how to understand customer problems and how to deliver solutions to solve these problems.

Qualifications:

Minimum requirements:

- Bachelor degree required (concentration in one of the following preferred; Telecommunications, Computer Science, Engineering, or related discipline) or an equivalent experience
- Experience configuring or supporting some or all of the following; switch, routers, firewalls, wireless
- Travel expected, varies by branch location, up to 50%

Preferred experience:

Experience in planning, deployment and operational support of advanced technologies and applications

Network administrator leveraging one or more of the following; Cisco, HP, 3Comm, Nortel

Professional experience to include customer service, requirements gathering, task execution, problem solving, sound judgment around crisis escalation.

CDW is the predominant Cisco, IBM and Microsoft solutions provider. By joining our team, you will be partnered with industry leading Engineers, Consultants and Technical Architects as colleagues to help enable your success. CDW is honored by holding the highest level of certifications and accreditations with our partners.

CDW is a leading provider of technology solutions for business, government and education. CDW was founded in 1984 and employs more than 6,400 coworkers. In 2010, the company generated sales of \$8.8 billion and is ranked number 38 on Forbes magazine's list of America's Largest Private Companies. We've created an unequalled work environment for our coworkers to succeed and grow professionally. We've won every major workplace award and every major partner award multiple times. Even our wellness program has been recognized nationally. If you really get tech, then let's talk soon. CDW - People Who Get It.

TITLE: Microsoft Associate (entry level technical implementation Engineer)

Do you get tech? Do you want to be challenged? Do you want to learn from and work with the best? Then CDW's Associate Engineering Program is the ideal way to launch your IT consulting career. The Program will put your engineering mettle to the test. We'll take your entry level skills, develop your potential and turn you into an engineering superstar, a technology professional who will work on the big customer projects. We are a national provider with local presence in large cities from coast to coast. By joining our team, you will be partnered with industry leading Engineers, Consultants and Technical Architects as colleagues to help enable your success. CDW is honored by holding the highest level of certifications and accreditations with our partners. This role specializes in Exchange, SharePoint, Configuration Manager, and Active Directory solutions.

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Implementation -perform assigned engagement activities as directed, seek assistance as needed. Install, configure and test hardware and applications based on design specification, client environment and solution topology. Consider platform interoperability, equipment/OS upgrades and updates to meet agreed upon hardware standards and manufacturer/CDW best practices. Keep team members informed on assigned tasks via status reports.

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Operations - escalate to Engineers for your domain of expertise. Participate in remediation for post incident reviews. Recognize need for problem management and own what is needed to drive resolution, identify and recommend support process improvements. As appropriate, contribute to Wiki forums and provide feedback/questions to stimulate discussion, intellectual capital and continuous process improvement.

The Associate Engineer Training Program

Begin your career with CDW in a paid training program, designed to ensure Associate Engineers graduate with strong consulting and technical skills (Exchange, SharePoint, Configuration Manager, or

Active Directory). Learn consulting and engagement methodologies, tackle extensive academic study, pursue industry certifications, and are involved in customer project work throughout their training. Upon successful completion of the program you will become a full-fledged consultant on the professional services team performing challenging work for our clients throughout the US.

Qualifications:

Minimum requirements:

Bachelor degree required

Experience configuring, developing or supporting some or all of the following; Microsoft Exchange, SCCM, SCOM, Microsoft Security, Active Directory, Information Worker - SharePoint or .NET

Strong oral and written communication skills, including verbal presentation skills (MS Visio, MS PowerPoint)

Travel expected, varies by local office throughout the U.S., up to 50%

Preferred experience:

- Bachelor degree with a concentration in one or more of the following; Telecommunications, Computer Science, Engineering, or related discipline
- 1 -2 years relevant technical support experience
- Practical hands-on experience with Microsoft software implementation, administration, and/or development.
- Strong technical problem-solving skills with step by step traits of analytical and logical thinking.
- Demonstrated history of successfully learning specific technical products and certifications in a timely manner
- Professional experience to include but not limited to; requirements gathering, task execution, problem solving, sound judgment around crisis escalation and customer service.
- Preferred experience will include both remote and on-site customer projects.
- Strong problem solving and troubleshooting skills with the ability to exercise mature judgment
- Successful history of being considered a dedicated team player who's prepared to go above and beyond for the customer

Cisco Network Engineer

We have become a proven partner to businesses in need of information technology solutions. We continue to set the standard for uncompromising client support and technical leadership, and our relationships with Cisco, IBM, and Microsoft provide our clients with category-leading platforms and

products. Whether it's hardware, software, networking, services, or support, we provide knowledge, skills, and expertise through principled partnerships with our clients.

This position is part of CDW's Cisco Practice, a single-source provider to our clients for all things Cisco. We have more than 125 Cisco Certified Engineers on staff, including engineers for network infrastructure, unified communications, contact center, unified communications application development, security, storage and wireless. With more than seven years of Voice over IP experience, CDW has completed more than 1,300 Cisco IP Communication projects. CDW was the first Cisco channel partner worldwide to earn Master Specialization status in Unified Communications and Security. CDW is a Cisco Gold Certified Partner and has been named IP Communications Partner of the Year for both 2004 and 2005, marking five straight years of Cisco Partner awards due to our high customer service ratings and advanced technology expertise.

The incumbent of this position will:

- Perform client consulting in the area of network engineering (hardware and software) using routers, switches, network security devices, protocol analyzers, TCP/IP, VPN, Frame Relay, and MPLS
- Design, plan, and implement LANs and WANs using the latest technology
- Identify and troubleshoot hardware and software technical problems related to LANs/WANs
- Conduct throughput analysis, problem solving, and infrastructure planning
- Participate in various client projects intended to continually improve/upgrade network infrastructures
- Minimum of three years' experience in network engineering, with some experience designing, planning and implementing LANs and WANs using the latest technology; experience must be post-baccalaureate and progressive in nature
- Bachelor's degree in Computer Science, Engineering, or related discipline; equivalent experience acceptable
- CCIE certification preferred
- Ability to work weekends and/or off hours as necessary to meet clients' needs
- Willingness to travel up to 25%
- Ability to effectively communicate with clients

People are what make CDW special. We encourage our employees to think of innovative ways to solve problems for our clients. As an equal opportunity employer, we encourage this independent thinking, and embrace the diversity of our staff.

We're committed to hiring and advancing the best individuals available, based on job-related qualifications. We value the perspectives and innovations that come from having employees of different race, gender, age, ethnicity, color, national origin, religion, disability, and marital or family status. We encourage all of our employees to help build and support strong, vibrant communities, improving quality of life and making a positive difference where we live and work.

Affirmative Action/Equal Opportunity Employer

Senior Microsoft Consultant

Information Worker

Become a part of the next generation Microsoft business! Join our award-winning Microsoft Licensing and industry-leading Microsoft Services business. As a member of an elite team that is growing quickly, high-energy and a leader in technology, you can provide solutions to our customers that are unsurpassed in the industry and help our customers achieve their business goals.

This position is part of the award-winning CDW Microsoft practice. With seven partner competencies and specializations, CDW is part of an elite group of Microsoft Gold and managed Partners worldwide to achieve such levels of achievement. We've built a team of certified consultants who have expertise implementing Microsoft's solution set for Unified Communications, Monitoring and Management, Information Worker, and Server and Security solutions.

Job Summary

As a CDW Senior Microsoft Consultant you will design, create and implement solutions based on cutting edge Microsoft technologies. You will apply your knowledge, experience and our proven project methodology to design systems that meet customer needs and help them achieve their technical and business goals. You will work with a Microsoft Technical Lead to develop your skills as a Senior Microsoft Consultant and identify opportunities to mentor our Microsoft Consultants. You will contribute to the Microsoft Practice by participating in a vibrant consulting community, providing leadership and mentoring to other Consultants and providing input into our intellectual property.

Responsibilities include, but are not limited to:

- Microsoft Services Delivery
- Actively lead the planning, design, and implementation of Microsoft infrastructure and related hardware for our most complex projects for our customers. Be able to operate independently on projects with little or no guidance as needed.
- Implement test plans, migration plans, and delivery plans using our proven project management methodology.
- Troubleshoot network and application issues.
- Prepare design documents and presentations. Clearly describe the design, including rationale for decisions and implications of decisions.
- Lead and participate in workshops, seminars and public presentations on area of expertise.
- Deliver high-quality solutions to our customers to ensure their investment in technology is consistent with their business objectives.
- Deliver project responsibilities in line with the project plan.

- Contribute to written proposals.
- Work in a team environment. Provide direction, leadership and mentoring for Consultants.
- Maintain consistent positive customer feedback.

Microsoft Solution Area Contribution

- Contribute to the ongoing growth of overall Microsoft Practice by contributing to existing intellectual property, creating new intellectual property, and contributing to the sales libraries.
- Develop deep relationships with the product teams in your technology and solution areas. Extend these relationships to other members of the technical teams.
- Participate in sales activities.

Solution Development

- Lead in the contribution of developing solution knowledge.
- Understand and contribute to the services catalog.
- Obtain and maintain relevant industry certifications and attend approved outside trainings.

Qualifications:

Minimum Basic Qualifications

- Bachelor's degree in business or computer-related field or equivalent experience
- Expert knowledge of Microsoft Office SharePoint Server (MOSS) 2007 and Windows SharePoint Services (WSS) 3.0
- 5+ years previous consulting experience
- Software Development Life Cycle (SDLC) experience is also required Development experience with Microsoft.NET technologies (ASP.NET 2.0/3.0, C#, VBScript, XML, CSS, HTML, IIS, BizTalk Server, SQL Server, etc.)
- SharePoint knowledge should include architectural design, Web Part development, server installation, management and troubleshooting with a focus on planning, deploying and supporting enterprise SharePoint implementations
- In depth experience with Collaboration, Portals, Enterprise Search, Enterprise Content Management, Business Process and Forms, and/or Business Intelligence is required
- Understanding of Windows 2003/2008 Server/AD domain infrastructure
- Ability to travel average of 75%

Other Required Qualifications

- 7+ years direct experience in web application development to include 2+ years of SharePoint experience on enterprise initiatives

- Experience building intranet/extranet portals and collaboration solutions using MOSS 2007/WSS 3.0 and related technologies.
- Experience with SharePoint Designer 2007 and Visual Studio 2008/.NET 3.5.
- Experience integrating MOSS 2007 with corporate data sources, applications, and knowledge management systems.
- Experience converting existing content, sites, and services to MOSS 2007/WSS 3.0 as well as developing content, features, web parts, etc.
- Solid understanding of the Microsoft Information Worker principles including Office System, Smart Tags, Information Bridge, InfoPath, SharePoint Portal Server, BizTalk, Performance Point, BPOS, and web services.
- Knowledge of SQL Server 2005/2008 with database/web connectivity familiarity, plus database management and file access methods.
- Ability to understand, assess and propose solutions for resolving customer questions and issues.
- Proven experience as a technical thought-leader: invents new technologies, applications of technology, or ways to synthesize technologies and domain understanding to forge new market opportunities.
- Proven project oversight responsibilities and mentoring of technical teams/consultants.
- Excellent written, presentation, and verbal communication skills including demonstrated experience presenting technology recommendations from a business perspective to c-level executives.
- Professional, business-focused attitude and courteous manner towards clients, partners and peers.

Preferred Qualifications

- MCTS certifications in MOSS 2007/WSS 3.0 configuration and/or development (or MCSD certification)
- Experience with Microsoft Office InfoPath Forms Services
- Experience working with SharePoint Templates (i.e. Role-Based Templates, Master Pages, Application Templates)
- Experience implementing solutions with java-based applications
- Candidates currently residing in Madison, WI

Affirmative Action/Equal Opportunity Employer