



Clayton Search

- **Title:** Citrix Engineer
- **Location:** Springfield, VA
- **Clearance requirement:** Secret

OVERVIEW:

My Client is seeking a highly motivated, team player to fill the role of Citrix Engineer, supporting the Department of State, Bureau of Information Resource Management (IRM) Mobile and Remote Access (MRA) Division providing mission critical world-wide mobile device and remote access capabilities. In support of these services, MRA and the Vanguard 2.2.1 Program currently has an opening for a Citrix Engineer to support MRA's remote access program – Global OpenNet (GO). The Sr. Citrix Engineer reports directly to the MRA Engineering Lead and provides technical engineering support for both operational and ongoing engineering initiatives.

RESPONSIBILITIES:

- Performs onsite engineering technical support for Microsoft Server 2008/2012 R2, Citrix XenApp 7.X, XenApp 7.X Citrix XenDesktop 7.X, VMware ESX 4.1, VPNs, firewall/proxy, enterprise networks, and Active Directory integration.
- Supports Citrix XenApp 7.x servers and application technology infrastructure, design, implementation, management, maintenance, and troubleshooting.
- Develops monitoring rules and application solutions for operation teams.
- Performs system maintenance (e.g., patching), and troubleshooting, traffic and performance analysis per resource engineering group and assignment.
- Adds or modifies web server infrastructure with scripts, programmatic enhancements and upgrades.
- Designs and documents new and existing infrastructure changes.
- Assists with configuration of similar production and lab environments and notifies lab management when production system changes.
- Executes engineering and operational plans and revises as appropriate.
- Communicates the status of all projects to client, senior technical engineering lead, or project manager.
- Support system re-design, enhancements and/or upgrades to existing production Remote Access (Citrix) systems
- Support test and deployment of new enterprise-wide remote access systems/solutions
- Test and deploy new remote access capabilities that meet the current and expanding needs for the Department; performs research, development, and testing in a lab environment prior to transitioning a product to production environment.
- Works with application developers to deploy Department-specific applications for remote access use.
- Collaborates with Engineering Team on future remote access strategies and design enhancements.
- Engages vendors for advanced troubleshooting and recommendations for system enhancements
- Provides technical input and presents recommendations and solutions to contractor and government staff.
- Supports escalations from Tier 1 and Tier 2 Operational staff to troubleshoot and resolve escalated incidents and/or service requests; performs advanced technical analysis and troubleshooting
- Document system changes and participate in change control meetings
- Creates, updates and maintains SOPs, A&A, system design/architecture documents, system build guides, technical drawings and schematics, training material, and test plans; engages the quality assurance and training team to ensure documents/training material align with MRA standards



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QUALIFICATIONS:

Clearance Requirement: SECRET (*Active*) with the ability to be granted a TOP SECRET clearance.

Required Education/Experience:

BS degree (or equivalent years of experience) in the field of computer science, business administration, or similar discipline and 5+ years of related experience as an Tier 3 support technician in an enterprise Citrix (XENAPP) with 8+ years of related experience.

Required Experience/Skills/Attributes:

- Citrix XenApp/ XenDesktop, Citrix NetScaler, RSA, VMware
- Strong familiarity with MS Exchange
- MCSE and or MCITP
- DOD 8570 Security +
- MSCP HIGHLY DESIRED

Desired Experience/Skills/Attributes:

- ITIL, CISSP, Citrix, RSA, and/or GIAC Certification
- MS Server 2012
- MS SCCM
- Prior experience working within the Department of State IRM Bureau is a plus.