

STAFF AUG

POSITION TITLE: ENTERPRISE SERVICES ENGINEER

SUMMARY:

Support, maintain, administer, and enhance the infrastructure that supports the SRNS Help Desk and Network Operations Center (NOC).

DUTIES AND RESPONSIBILITIES:

- Support technical SAN configurations on EMC platform.
- Provide 24x7 2nd level support for the entire SAN & Backup infrastructure as part of an on call rotational assignment
- Ensure data backups (Tivoli Storage Manager) are maintained for IS-supported systems
- Perform Storage Area Network administration activities
- Proactively monitor operational status, capacity and performance of supported Enterprise
- Participate in maintaining and exercising Disaster Recovery procedures
- Ensure high quality documentation for supported infrastructure is developed and maintained
- Provide timely, quality updates for any project work

REQUIRED QUALIFICATIONS:

- Minimum 3-5 years Technical Experience in similar support environment with at least 2 years practical experience with one or more of the following:
 - Administration of Help Desk Ticketing Systems (Numara Footprints, Remedy, etc.)
 - Support of Event/Network Management Systems (Tivoli NetCool, HP OpenView, OpenNMS)
 - Integration of tools using standard components (Microsoft .NET Framework, ASP, IIS, C#, Java, Visual Basic, VBscript, Perl, HTML, SQL, ODBC, SQL Server, Oracle); Web server administration (IIS, Apache, Tomcat)
 - SNMP MIB/trap expertise (both device and agent side)
- Interfacing tools with E-mail systems (via POP, SMTP, IMAP)
- Basic Qualifications: Position requires a 4-year degree in Software Engineering, Computer Science or related discipline with 5 years proven performance in related assignment(s); or a non-related 4-year degree with 7 years proven performance in related assignment(s). In lieu of degree, a high school diploma and at least 8 additional years of relevant information technology experience is acceptable.
- Additional Info: Knowledge of computer hardware and software, data communications concepts, and computer system management concepts for site or site-similar environments is needed. Extensive knowledge of computer hardware, software, database management, and related technologies, data communications, personal computing, and customer business operations, and computer system management concepts for site or site-

similar environments is needed. Understand the principles, concepts, practices, and techniques of information management; display knowledge of experience in analysis and planning; possess an understanding of section policies, procedures, goals, and objectives. Training in information management, related area technologies, procedures techniques, and policies needed. Has working knowledge of standard practices and applications.

- Linux/UNIX/Solaris and Windows Server 200x networking
- Knowledge of Information Technology Infrastructure Library (ITIL) practices
- Understanding of Help Desk and NOC operational metrics, objectives, processes, workflow, policies and procedures.
- Excellent verbal and written communication skills.
- Provide recommendations pertaining to improve performance, increase efficiency, and reduce costs.
- Ability to adhere to change and incident management processes
- Strong quantitative, analytical and critical thinking skills
- Accurate and detail oriented.
- Ability to not only work independently but also be an effective contributor in a diversified team
- Ability to plan ahead, set goals, and multi task while maintaining an organized work environment.
- Dependable. Meet deadlines. Follow up on a timely basis.
- Positive and cooperative attitude.
- Champion new tools and technologies within technical and financial constraints.

Physical demands:

While performing the duties of this job, the employee is occasionally required to sit; use hands to finger, handle, feel objects, and type on keyboard; reach with hands and arms; talk and hear. Employee must be able to drive a site vehicle and/or walk to various end-user locations on site. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work environment:

While performing the duties of this job, the employee will have an assigned cubical exposed to normal noise level in the work environment. Employee may be required to drive a site vehicle to other site locations.

Work Hours:

A 40 hour work week is scheduled. ITS is presently using the 9/80s AA schedule (9 hours/day, five days a week, Monday – Thursday and 8 hours on Friday, followed by a 9 hour/day, 4 day work week, Monday – Thursday, off Friday). Work week excludes SRNS holidays. Each work day has a 30-minute lunch.

Area Security Access:

A DOE security clearance is not required, but is preferred.

CANDIDATE EVALUATION FORM

CANDIDATE NAME: _____

POSITION TITLE: **Enterprise Services Engineer**

MINIMUM REQUIREMENTS

(Important: See Job Description)

YES

NO

- | | | |
|---|-------|-------|
| 1) U. S. Citizen | _____ | _____ |
| 2) Education / Years of Experience | _____ | _____ |
| 3) 1-2 years work experience in an IT support function | _____ | _____ |
| 4) Meets Behavioral Abilities | _____ | _____ |
| 5) Technical Knowledge | _____ | _____ |
| 6) Ability to communicate clearly and concisely in English,
Both orally and in writing | _____ | _____ |
| 7) Telephone interview to validate resume data* | _____ | _____ |
| 8) Reference check to evaluate performance
capability* | _____ | _____ |

*Evaluation validation criteria

Additional Qualifications of Candidate:

Narrative Discussion of Resume Validation:**

(**Discussion not required if candidate is acceptable)

EVALUATOR: _____

DATE: _____