

STAFF AUG

POSITION TITLE: STORAGE SERVICES ENGINEER

SUMMARY:

Provide effective, centralized backup and storage engineering, administration and support for the Windows and UNIX in an enterprise level data center.

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 of SAN / enterprise backup engineering, administration & support.
- Basic Qualifications: Position requires a 4-year degree in Software Engineering, Computer Science or related discipline with 2 years proven performance in related assignment(s); or a non-related 4-year degree with 4 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, and computer system management concepts for site or site-similar environments is needed. Demonstrate analytical ability and effective interpersonal skills. Advanced technical knowledge disciplines, standard concepts, principles, and techniques. Working knowledge of pertinent practices and applications.
- Ability to prioritize own workload and manage time effectively
- Excellent written and verbal communication skills at all levels
- Basic project management skills
- Experience with enterprise-level backup product such as Tivoli Storage Manager
- Experience with EMC SAN equipment.

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: **Storage 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: _____