



Help Desk Support IT Specialist, Intermediate Kansas City, MO

Job Summary

This person will provide datacenter IT Support on a variety of computer systems, peripheral components, environmental systems, power components, and alert notification systems within an enterprise data center. Under general supervision, provides tier support to end users for PC, server, or mainframe applications and hardware. Escalates more complex problems to senior level. This environment requires 7x24x365 support.

Essential Duties and Tasks

Perform duties in a multi-tier mainframe/client server environment to include, but is not limited to:

- Perform Production Control duties using state of the art scheduling packages
- Perform System Administration duties in a mainframe and midrange environment
- Manage and perform the steps/actions required in the Remedy ticketing system
- Perform and/or oversee security of the data center and escorting of personnel to designated areas of the computer room
- Complete all daily logs and journals associated with maintaining computer room security and control; shift turnover information and daily activity notes
- Support Disaster Recovery (DR) exercises
- Ensure customer satisfaction through the resolution of all issues and problems reported
- Report, document and escalate customer contacts; regarding issues, problems, and information given
- Notify appropriate branch managers of any unusual occurrence within the timeframes specified in each branch's standard operating procedures
- Perform research and/or analysis on constantly changing or atypical administrative and/or program related IT issues or problems, such as needed for regularly changing organizational requirements
- Determines pertinent issues and collects relevant information from a wide variety of sources
- Obtain successful results through research of IT information, development of ideas/concepts, and application of problem solutions on large and small scale servers
- Develop and present written/oral presentations for the recommendation of changes and solutions to programs or procedures
- Plan and coordinate maintenance and upgrades in support of department infrastructure and customers
- Optimize the functionality of networks and systems and reallocate system resources
- Diagnose and recover failed systems and applications individually or with assistance from higher level or application matter experts
- Perform research in the development of useful business requirements
- Execute and modify jobs /programs through the use of multiple scheduling packages
- Routinely performs a variety of Computer Operations functions such as system IPL's/Reboots, Backups, Configuration Modifications, troubleshoot failures, recycle applications, initiate and perform production scheduling functions
- Generate reports to track and monitor the status of equipment utilizing the Web-Control PC
- Research and resolve environmental and facilities power issues within the prescribed timeframes provided by the facilities team
- Fill out and complete the logs required during the daily security checks; A minimum of two tours per shift is required daily
- The employee should apply health and safety standards at all times when operating equipment, conducting security tours in the basement, outside of the building, on the roof, investigating potential fires in the ceiling and below; Failure to follow standard operating procedures which may include receiving permission before taking action is the only acceptable course of action if it maintains stability

- Participating in a minimum of quarterly training on the starting of generators manually and switching Power Distribution Unit's from the loss power source to the available power source is considered a routine function to be performed successfully with no infractions

Skills, Knowledge and Experience

- Must possess individual knowledge and skills working in a mainframe environment to perform routine functions independently or with little to no oversight by the Federal Shift Lead or Senior Help Desk Specialist
- MVS, Z/OS, or Z/VM on the mainframe environment
- The ability to independently modify configuration panels on the HMC and system consoles in support of customer request to perform system IPL's, adjust resource availability or respond to WTOR messages
- Competent knowledge and capabilities in the use of several software/applications/tools in the mainframe environment (OPS/MVS, JCL, SAS, Abendaid, DB2, DFHSM, DFRMM, TCPIP, VTAM, CICS, Omegamon Oracle grid, and VM monitoring tools)
- Proficient in the use of one or more of the following production control scheduling packages: ESP, CA-7, and ControlM
- Ability to navigate through panels and windows to schedule, execute, troubleshoot job failure, and restart the jobs independently
- Experience performing system backups
- Possess a competent level of knowledge or understanding of large file system backup strategies; experience or knowledge using Storage Area Network (SAN) and/or Virtual Tape Libraries (VTL) giving the skills and abilities to troubleshoot, diagnose, and resolve issues independently
- Knowledge of Veritas Netbackup or High Availability Disaster Recovery (HADR) is a benefit
- Must possess knowledge and skills to perform work in a client server environment utilizing one or more of these operating systems: LINUX, Windows, AIX, and UNIX
- Working knowledge and skills required to perform rack, stack, and installs of servers, software packages, perform system patching and troubleshoot connection or system unavailability issues
- Experience using the Remedy ticketing suite or similar ticketing system
- Use of peripheral components to connect to servers and troubleshoot/diagnose customer connectivity issues or system failures
- Experience using Solar Winds Network Monitoring tool, or a similar tool
- Possess good communication skills, both orally and written.
- Experience installing and terminating Cat 5/6 and Fiber Optic cabling within a datacenter environment, to include using a optical time-domain reflectometer (OTDR) and other cable testing tools experience and skills required in the use of the Microsoft suite and tools for documentation creation and management, specifically using Word, Excel, PowerPoint, Visio, Access, and Outlook
- Experience with data communications hardware/software, including routers, switches and firewalls
- Demonstrate the ability to operate the web control system, fire suppression systems, Power Distribution Units (PDS), Generators (as backup power sources), Uninterruptible Power Supply (UPS), Computer Room Air Conditioning Units and Heating Ventilation and Air Conditioning (CRAC/HVAC), and other equipment to maintain a stable environment
- Ability to work in a team environment with strong interpersonal skills, both written and oral, and a positive attitude toward sharing expertise and assisting others to learn
- Ability to perform installation of network cabling, cable termination, fiber optic cable installation and termination
- Ability to install, maintain, and monitor electronic equipment including: network cards, CSU/DSUs, hubs, routers, switches, controllers, multiplexors and other related networking equipment
- Maintains currency and high level of technical skill in field of expertise

Physical Demands

- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus
- The employee may occasionally lift and/or move more than 20 pounds
- Employee will sit for several hours each day but will also need mobility and ability to stand, type, and walk for periods of time
- The employee is occasionally required to stand and stoop, kneel, crouch, or crawl
- While performing the duties of this job the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear

Qualifications

- B.A. or B.S. in computer science or related field or equivalent experience
- Minimum six years' experience in IT and four years' Help Desk / Data Center Environment
- Must possess ITIL®V3 Foundation level certification or be able to obtain this certification at contractor cost within 90 days of employment start date.
- Must be able to pass a High Level Security Clearance, Background Investigation including but not limited to; Fingerprinting, State/Federal Criminal History and Credit Checks
- Must be able to pass pre-employment drug screen, and will be subject to any post-accident and/or reasonable suspicion testing throughout employment
- U.S. Citizen

Work conditions

- The noise level in the environment is moderate
- The environment is a typical office setting

How to apply

Submit an application and resume to HR@powtec.com or fax attention Recruiter to 360-377-8608
You may find our Application on our website at <http://www.powtec.com>.

POWTEC has administered, and will continue to administer, all aspects of employment, including, but not limited to, compensation, benefits, transfers, layoffs, return from layoff, sponsored training, educational tuition assistance, and social and recreation programs without regard to race, color, religion, sex, age, national origin, physical or mental disability or marital status, except where a bona fide occupational qualification applies.