



## Help Desk Support IT Specialist, Intermediate St. Louis, 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 System Administration duties in a client server environment
- Manage and perform the steps/actions required in the Remedy ticketing system
- Maintain current and high level of technical skill in field of expertise
- 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 the Technical Monitor, Federal Site Lead, and/or Branch Chief for the branch respectively of any unusual occurrence within 15 minutes of awareness (verbally or in writing, depending on the importance)
- 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
- Determine pertinent issues and collect relevant information from a wide variety of sources
- 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 departmental 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
- 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
- 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.
- Navigate or interpret the controls on the fire panel, Power Distribution Units (PDS), Generators, UPS's and other equipment to maintain a stable enterprise datacenter operating environment. The employee is expected to be proficient with the equipment so the action of the employee is likely to prevent the catastrophic outage to the organization and customer. Failure to apply routine, documented standards which would likely prevent an outage is unacceptable.
- 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 PDU's power source

## Skills, Knowledge and Experience

- Must possess individual knowledge and skills working in a client server and storage area network environment performing routine functions independently or with little to no oversight by the Federal Site Lead or Senior Help Desk Specialist
- 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) having 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 competent knowledge and experience working in a client server environment utilizing one or more of these operating systems (LINUX, Windows, AIX, and UNIX). Contractor must demonstrate the ability to independently perform successfully in one or more of these environments
- Must have the 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
- Experience using peripheral components to connect to servers and troubleshoot/diagnose customer connectivity issues or system failures
- Possess excellent communication skills, both orally and written
- Possess knowledge, skills, and 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 tools used 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
- 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
- Demonstrate capable skills required to perform duties that are critical to maintaining a stable infrastructure and customer access

## 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 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](mailto: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.