



Sr. Help Desk Support IT Specialist Kansas City, Missouri

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. 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:

- Provides first, second, and third tier support to customers and end users for datacenter services, small and mid-range servers, mainframe, software, and hardware platforms
- Production Control duties using state of the art scheduling packages
- System Administration duties in a mainframe and midrange 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 and/or Branch Chief for the System Network Control Center or Service Operations Support Branch respectively of any unusual occurrence within the timeframes specified in each branch's standard operating procedures
- Obtain successful results through research of IT information, development of ideas/concepts, and application of problem solutions on large and small scale servers
- Generate reports to track and monitor the status of equipment utilizing the Web-Control PC
- 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
- Support Customer Disaster Recovery (DR) exercises, based on customer requests and arranged with the Technical Monitor and others prior to the exercise
- 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

Skills, Knowledge and Experience

- Must possess individual knowledge and skills working in a mainframe environment that has equipped the person with the ability to perform complex functions independently or direct intermediate level personnel in the successful completion of the task required with only limited assistance from the Federal Shift Lead or a System Administrator who are considered experts in the area
- MVS, Z/OS, or Z/VM on the mainframe environment. Must be able 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.
- Knowledge and skills 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.)
- The successful candidate must be 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) which allows for troubleshooting, diagnosing, and resolving 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
- Ability 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
- Ability to use peripheral components to connect to servers and troubleshoot/diagnose customer connectivity issues or system failures
- Knowledge and Experience using Solar Winds Network Monitoring tool, or a similar tool
- Possess excellent communication skills, both orally and written
- Demonstrated knowledge of installing and terminating Cat 5/6 and Fiber Optic cabling within a datacenter environment, to include using an 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
- Working knowledge of 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
- Maintain current 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 eight years experience in IT and four years Help Desk Environment
- Possess ITIL®V3 Foundation level certification or be able to obtain this certification 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.