.
NETWORK OPERATIONS CENTER TECHNICIAN I

Reports to Director, Operations

Basic Function/Scope

This position is responsible to monitor and maintain hardware, networks, communication facilities and applications providing data services for customers. Keep all equipment in good operating condition. Act as first level support for problem resolution affecting company staff or customer operations.

This is a full-time employee position that we are looking to fill immediately. It's a great role to get in with the company and learn a lot about Data Center Operations. If you have a light class load and are graduating in the spring and could start with a flexible schedule we would be open to discussing options.

Essential Functions

- Monitor all networking components, servers and related infrastructure.
- Verify daily and weekly data backups are accomplished.
- Provide first level diagnostics and support for services purchased from the company.
- Log and monitor trouble tickets in applicable tracking systems.
- Provide desktop hardware and business application support for employees.
- Shift work position which may require working evenings/weekends and including holidays.
- Maintain a high level of professionalism, remain positive and embrace change.

Position Qualifications

- Team player with good written and verbal communication skills.
- Good knowledge of windows command line, ideally powershell
- Good problem solving skills, ability to keep focused in a crisis
- Good knowledge of service management, ideally ITIL certified
- Good knowledge of Microsoft **server** operating systems
- Basic knowledge of virtualization concepts, ideally vmware
- Basic knowledge of communications protocols, role and purpose of routers, firewalls, gateways
- Basic knowledge of any Linux distribution, RHEL preferred
- Basic skill set working with Microsoft Operating System.
- Nice to have: knowledge of or exposure to airline industry
- Nice to have: Scripting (powershell, perl, python, Bash)

Position Experience

    0-2 years network technician role, or data center technical support is preferred.

If interested, please send your resumé and an email indicating an interest in this position to:

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