

Job Description:

*** LOCAL candidates as there may be need for the team to me onsite periodically. candidate will be working from home, but may be required to meet onsite periodically.***

TOP THINGS:

1. NOC Experience – they need to understand what the monitoring and management tools are used for
2. Basic Knowledge and Familiarity with Networks and Servers (Windows, Linux, Unix, AIX).
3. Ability to perform repetitive tasks with a high degree of accuracy and attention to detail.

*Client laptop will be provided

IT Product Specialist, Associate

Department Overview

The IT Operations Tools Team is responsible for overseeing Monitoring & Automation tools within PG&E. These responsibilities include planning, design, implementation, configuration, maintenance, and operations.

The IT Operations Tools team has need of an IT Product Specialist. The specialist will provide general Operations and Maintenance (O&M) support for the department's monitoring and management tools. This support will allow the Senior IT Product Specialist to focus on Project and other implementation work for our tools. The IT Product Specialist will function as a generalist across multiple tools.

The near-term focus for this role will be to provide O&M support for the tools under the Enterprise Network Management System (ENMS) and Telecom Network Portal (TNP).

Typical Tasks

Under the guidance of the Sr. IT Product Specialists, the candidate will do the following. This list is not all inclusive and additional Operational Tasks may be assigned to the candidate.

Perform daily health checks

Perform general maintenance

Support patching activities

Troubleshoot tools infrastructure

Setup and configure monitoring

Gather logs to assist in troubleshooting

Apply patches and hotfixes

Support monthly patching activities

Perform application restarts and validation

Perform monitoring audits

Support ENOC escalations for monitoring related incidents
Assist and Instruct users in using the monitoring and management tools

Required Skills

The candidate should have the following minimal skills.

1 - 2 years of experience working in an Enterprise NOC / IT Operations environment.

0 - 1 years of experience in support and administration of Enterprise Monitoring tools in a NOC / IT Operations environment.

Basic Knowledge and Familiarity in supporting applications running on Linux and Windows systems.

Basic Knowledge and Familiarity with Networks and Servers (Windows, Linux, Unix, AIX).

Strong Documentation Skills and experience with Microsoft Office (i.e. Excel, Word, PowerPoint, Outlook, etc.).

Ability to perform repetitive tasks with a high degree of accuracy and attention to detail.

Ability to perform Data Analysis and Audits

Desired Skills

Previous experience working in ticket management systems such as BMC Remedy

Experience with scripting like Bash or PERL.

0 – 2 years of experience working with Spectrum, Performance Manager, NFA, and SCOM.

0 – 2 years of experience working with Circuit Management Tools such as Comarch Network Inventory & Resource Management, MetaSolv, Cienna Blue Plant.

Experience with creating and updating documentation and job aids.

Knowledge of Python, PERL, Groovy or other programming languages common to monitoring tools.

BA/BS in Computer Science, IT Networking, Security, or other related technical degree.