

Position Description

IS Enterprise Technical Services Senior

This position, under general supervision, is responsible for z/OS Console mainframe operations, server/router/switch and other network infrastructure device monitoring along with monitoring the environmental of the DET Data Centers on a 24-hour, 7 day per week basis. These Data Centers provide economical, efficient, high quality information technology computing and telecommunications services to DOA/DET customers. These customers include State agencies and other government and public service entities using the BadgerNet Network. This position helps insure the State of Wisconsin adheres to Criminal Justice Information Services (CJIS), Payment Card Industry (PCI), State and IRS Internal Revenue Service (IRS), Health Insurance Portability and Accountability Act (HIPPA), and other regulatory requirements as it relates to secured rooms within the State Data Centers. This position will also be involved in level 1 or 2 troubleshooting of customer incidents.

Hours: This position will be working various shifts and hours (including non-prime shift) and additional overtime hours (where needed). Standby duties apply to this position.

Goals and Worker Activities

- 40% A. Perform advanced analysis and resolution of mainframe, network, system, server, desktop, or application incidents/problems and develop advanced forms relating to ESD section assigned job duties.
- A1. Provide first and second level advanced technical support services to DET customers and other Enterprise Service Desk staff.
 - A2. Use advanced level knowledge of z/OS mainframe console operations, network protocols and system incident/problem determination techniques per established procedures for unresolved incidents/problems that are escalated by technical support personnel or clients. Use advanced knowledge of IBM OS/JCL language to help customers resolve batch related issues.
 - A3. Independently resolve incidents/problems by working directly with the customer, by using a variety of network, system, or workstation software diagnostic aids, by invoking hardware diagnostic routine, or by working with high level vendor technical support staff.
 - A4. Assist other staff with further analysis of complex incidents and problems and follow escalation procedures if incident/problem is unresolved at the first or second level.
 - A5. Act as a liaison between customers and vendors to assure the highest quality of both vendor and customer service.
 - A6. Audit vendor responses to incidents/problems in order to ensure the highest quality of both vendor and customer service
 - A7. Provide online incident/problem recording and resolution tracking of DET customer incidents/problems in the RMS incident/problem/change system.

A8. Provide backup duties to the Enterprise Service Desk Agent (help desk) support activities as directed by DET Enterprise Service Desk Section Chief or Supervisor.

A9. Be part of the ESD Cross training program for mainframe operations and other Agents duties when necessary.

A10. Monitor the IBM Hardware Management Console (HMC) for alerts and perform IPL functions during scheduled maintenance windows or at other appropriate times.

A11. Provide virtual tape system assistance/troubleshooting to DET Bureau of Infrastructure Support staff and virtual tape vendors to help keep virtual tape systems available and operational.

A12. Provide advanced technical assistance to customers having issues with their output on the mainframe systems printers. This includes Info-print server and JES2 defined printers. Actions can include restarting printers, purging printers, canceling output, recycling devices, etc.

20% B. Provide support for the State's wide area network or mainframe network.

B1. Use knowledge of software tools to trouble shoot mainframe network and router system incidents/problems, gathering information and working with technical support and/or vendor person to resolve issues.

B2. Perform incident/problem determination efforts related to agency requested network changes.

B3. Provide support including direction and resolution to a wide variation of data center network activities.

B4. Serve as a contact for the Bureau of Infrastructure Support for trouble shooting connectivity problems.

B5. Develop and implement modifications to procedures for the mainframe network.

B6. Participate in meetings and committees regarding mainframe network issues.

15% C. Provide technical support and leadership to other Enterprise Service Desk staff across all shifts and/or during change windows.

C1. Work with the incident, problem, or change manager to provide technical support for day to day incident, problem, and change management.

C2. Work with the Network Support staff to coordinate network hardware and software change management.

C3. Work with Automation and other ESD staff to continually correct and improve Enterprise Service Desk (ESD) processes and procedures.

C4. Provide training and assistance to other ESD staff as needed.

C5. Review shift turnover information and initiate follow-up to resolve incident/problems.

C6. Monitor physical security and environmental systems protecting the State's two Data Centers and take appropriate action as needed.

C7. Follow existing DET Data Center access policy for allowing entry to secured rooms within our span of responsibility. This includes the DET Data Centers and other agency secured buildings where a presence of DET Network equipment exists. This includes maintaining control of keys, card keys, and any other equipment as assigned. This includes following established DOA/DET PCI (payment card industry) compliance documentation/procedures. Use CCURE security software to grant/remove access per our documented procedures. Assist DET staff, DET Co-Location customers, or vendors were needed.

20% D. Provide technical support for the network monitoring software including adding, removing, changing various devices that are part of the network infrastructure. Provide limited scripting/coding using available programming languages such as Perl to interact with assorted network monitoring software products.

DI. Resourceful in identifying and obtaining information sources needed to perform duties effectively

D2. Provide support and troubleshooting of the network monitoring software and systems used at DOA/DET. This includes adding, removing, or changing network monitoring software of infrastructure devices such as servers, routers, and switches.

D3. Perform advanced level technology and product research, setup, testing, installation, and customization of monitoring system software

D4. Provide limited scripting/coding using available programming languages such was Perl to interact with assorted network monitoring software products.

5% E. Continue Employee development and improve technical and interpersonal skills. Adhere to ITIL and IT Service Management processes. Also perform other duties as assigned.

E1. Attend appropriate training courses, meetings, conferences and seminars as developed in concert with supervisor in the annual training plan.

E2. Study technical publications to maintain a high level of technical knowledge concerning IT hardware and software.

E3. Participate in activities of professional and technical associations to contribute to development of IT in all aspects of government.

E4. Adhering to and having knowledgeable of Information Technology Infrastructure Library (ITIL) and IT Service Management processes and procedures

E5. This position will also be responsible for any other duties assigned by DET Leadership

Knowledge, skills, and abilities

1. Knowledge of and ability to perform advanced level technology and product research, setup, testing, installation, and customization of monitoring system software
2. Knowledge of server systems such as blade center, SANs, storage devices, and server operating systems such as Windows, Unix and Linux
3. Knowledge of TCP/IP, DNS, RDP and other common network protocols
4. Knowledge of SSH, Telnet, or Rlogin client software
5. Knowledge of various server systems software
6. Knowledge of database management concepts and software
7. Knowledge of database software such as Oracle, IBM DB2 and SQL
8. Working experience with What's Up Gold software or other network monitoring software products and systems.
9. Knowledge of IBM z/OS operating systems
10. Advanced knowledge of IBM OS/JCL language
11. Excellent customer service skills, professional, and business oriented.
12. Oral and written communication skills
13. Proven teamwork skills and respect for co-workers
14. Proven time-management and consistent follow-through