

Enterprise Computing Applications Monitoring Support (ECAMS) Watch Officer

We are currently seeking an experienced Enterprise Computing Applications Monitoring Support (ECAMS) Watch Officer in support of 24/7/365 operations.

Shift Schedule: 7 a.m.-7 p.m. Sunday –Tuesday and every other Wednesday; other Shifts may be available.

Position Overview:

- Provide active onsite operations, monitoring, and troubleshooting of IT systems and subsystems via various tools to support enterprise services to worldwide customer base.
- Through the use of various IT tools members are expected to identify performance issue, isolate fault(s), correct fault(s), and escalate when necessary within Service Level Agreements.
- Must be detail oriented and document all worked performed via appropriate ticketing/tracking system
- Collaborate closely with customers, other teams, and management to resolve incident(s) via verbal and written communications while providing regular updates until incident(s) are resolved.
- Must be able to provide summary reports to both technical and non-technical individuals that address identification of the incident(s), steps taken resolve incident(s), and root cause of incident(s).
- Must be proficient with Microsoft Office Suite
- Perform Administrator functions, including creation, modification, and deletion of accounts across various systems.
- Perform workstation and server patching and other duties as they apply to supporting Tier III initiatives

Required:

- Active TS clearance
- Active DoD 8140 IAT Level II cyber certification or better
- Minimum 3 Years' experience in Tier III Support operations
- Proficiency with Monitoring, Ticketing, Troubleshooting, and Reporting tools
- Hands on experience with Server Administrations including virtualization
- Commitment to adapting and adhering to best practices
- Attention to detail and professionalism

Desired:

- Experience with Organizational Messaging Systems (OMS) and subsystems including AMHS, ECGS, ITS, and MCS
- Hands-on experience with VMWare, SCOM, Aternity, Remedy, Prism and Splunk
- Active DoD 8140 IAT Level III certification
- Bachelor's degree in Computer Science or related IT or technical field