Senior Network Operations Specialist

Prerequisite:

Seeking candidate with a strong network operations background with a minimum of 3 years experience

Duties and Responsibilities:

- The candidate will be responsible for handling problem escalations.
- Utilize fault and performance management tools to assist with network monitoring and troubleshooting.
- Conduct packet level analysis to discern application from network problems, e.g., slow server versus network related slowness.
- Independently troubleshoot and resolve network problems in a campus and wide area network.
- Configure and/or modify existing firewall configuration which may involve working with network address translations and static routing.
- Work in an on-call rotation as well as independently work through on-call escalations.
- Lead projects and mentor staff as needed.

Additional Requirements:

- Must have experience with one or more platforms: Cisco, HP NNMi, nGenius PM, Statseeker, RSA, CiscoWorks Network Compliance Manager, Cisco ACS, Infoblox, and Riverbed.
- Must have experience with several of the following networking technologies: DNS/DHCP, Syslog, Netflow, routing protocols (EIGRP, BGP, OSPF), Frame Relay, Site-to-Site VPN, Remote Access VPN, firewalls, VoIP, TACACS, Radius, Spanning Tree Protocol, and VLANs.

SENIOR NETWORK OPERATIONS SPECIALIST

NATURE OF WORK

This is senior-level technical work leading the management, maintenance, installation, and repair of state and local Senate data communications networks. The position provides the principal liaison between the Network Operations Center and the network engineering staff, vendors, and the Senate user community to proactively identify, isolate, and resolve data network problems. Work also involves serving in a lead capacity in monitoring network alarms, security, network events, and analyzing data traffic via the network management systems. Work is performed under the overall guidance and direction of the Network Operations Manager who reviews work for accuracy and adherence to policies and procedures.

EXAMPLES OF WORK

(This list is not absolute or restrictive, but indicates approximate duties and responsibilities which may be redefined pursuant to operational needs.)

- Serves as team leader in monitoring and analyzing data network activity and resolving data communications issues.
- Oversees network configuration changes, analyzing new network, system and application components to determine the impact on existing networks.
- Leads and oversees the installation, configuration, upgrade, move, and administration of network management systems and network components.
- Provides liaison between the Network Operations Center and other SAA divisions to ensure proper transition of new products onto the network.
- Reviews and analyzes statistics of network events and performance to locate and remove vulnerabilities in Senate data network configurations.
- Develops and implements standard network configurations for routers and other network devices.
- Trains/cross trains fellow employees on network operations and usage.
- Provides on call support as needed.
- Work requires confined sitting for long periods of time, operating a keyboard and mouse, bending, crawling, standing, and lifting items up to 25 pounds.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work requires confined sitting for long periods of time, operating a keyboard and mouse, bending, crawling, standing, and lifting items up to 25 pounds.

The statements contained herein reflect general details necessary to describe the principal functions of this class, knowledge and skill typically required and the physical demands and working conditions, but should not be considered an all-inclusive listing of work requirements.

MINIMUM QUALIFICATIONS

Work requires a Bachelor's Degree in computer science, telecommunications management, electrical engineering, or a related field, and five to eight years of work experience in computer network management; or any equivalent combination of education and experience that provides the following knowledge, skills, and abilities:

- Knowledge of communications protocol and standards.
- Skill in operating a computer.
- Ability to analyze and troubleshoot network problems.
- Ability to operate data communications networks.
- Ability to communicate effectively, both orally and in writing.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

A security clearance may be required.

The statements contained herein reflect general details necessary to describe the principal functions of this class, knowledge and skill typically required and the physical demands and working conditions, but should not be considered an all-inclusive listing of work requirements.

VETERANS EMPLOYMENT OPPORTUNITY ACT

Hiring for this position is governed by the Veterans Employment Opportunity Act of 1998 ("VEOA"), as made applicable by the Congressional Accountability Act of 1995 ("CAA"). Pursuant to the VEOA, qualified applicants who are not current employees of the Office of the Senate Sergeant at Arms and who are disabled or who have served on active duty in the Armed Forces during certain specified time periods or in certain military designated campaigns ("veterans") may be eligible to receive a preference over non-veterans in hiring decisions. Family members of veterans may also be eligible to receive a veterans' preference if the veteran cannot claim his or her veterans' preference.

To be eligible for a veterans' preference, applicants must meet all of the requirements set forth in the VEOA and applicable regulations. Those eligibility requirements are summarized in the Application for Veterans' Preference, which is available at www.senate.gov/saaemployment.

If claiming a veterans' preference, an applicant must indicate that he/she is preference eligible on the application or resume and must submit a completed copy of the Application for Veterans' Preference along with the supporting documentation specified on that form. If the Office of the Senate Sergeant at Arms does not receive the Application for Veterans' Preference and supporting documentation by the closing date, the applicant's claim for a veterans' preference may be denied.

Applicants may obtain a copy of the Office's Veterans' Preference In Appointments policy by submitting a written request to resumes@saa.senate.gov.

Individuals who are entitled to a veterans' preference are invited to self-identify voluntarily. This information is intended solely for use in connection with the obligations and efforts of the Office of the Senate Sergeant at Arms to provide veterans' preference to preference-eligible applicants in accordance with the VEOA. An applicant's status as a disabled veteran and any information regarding an applicant's disability, including the applicant's medical condition and history, will be kept confidential and will be collected, maintained and used in accordance with the Americans with Disabilities Act of 1990, as made applicable by section 102(a)(3) of the CAA, 2 U.S.C. §1302(a)(3). An applicant who declines to self-identify as a disabled veteran and/or to provide information and documentation regarding his/her disabled veteran's status will not be subjected to an adverse employment action, but the individual may be ruled ineligible for a veterans' preference.