

Command Center Specialist II

Job Description

Command Center Specialist II

To facilitate the Event & Incident Resolution process by provided 24x7x365 days support for incidents across the enterprise.

Key Accountabilities:

- Accountable to work 24x7x365 shifts
- Manage all facilitation requirements of running a High Severity Incident Bridge
 - o Initiating the call
 - o Engaging appropriate resources on the call per defined practice and protocol
 - o Maintaining audio fidelity of the call
 - o Updating the incident records with appropriate notes
 - o Update critical incident dashboard tool
 - o Provide Service Center updates as required
 - o Leveraging Alarmpoint for RallyCall and Exec Bridge notifications
- Manage contingency plan execution approval and perform requests
- Manage approvals to implement urgent changes
- Manage approvals to escalate incidents to High Severity status (3+)
- Maintain contact system of record for accuracy
- Build relationships with stakeholders and customers
- Monitors alert queues and dashboards for incidents
- Evaluates and assesses monitoring alerts and takes appropriate action
- Provides Level 1 resolution to technical alerts
- Prepare shift turn over
- Execute Start of Shift procedures
- Create and publishes change report and change calendar
- Ensure fidelity of the Technology Operation Center equipment
- Facilitate executive bridge calls under the guidance of the Sr. Incident Manager
- Receive information from Capital One's Application Service Providers (Verizon, TSYS, Wipro, RSA) and work to assess what actions need to be taken
- Call vendors as requested by the Sr. Incident Manager
- Monitors alert queues and dashboards for incidents and is able to correlate monitoring events
- Evaluates and assesses monitoring alerts, makes some technical judgments, and takes appropriate action
- Provides Level 1 resolution to technical alerts and is capable of Level 2 resolution as needed

Key Competencies:

- Excellent written and verbal skills
- General technical background (understanding of technical terms)
- Familiarity with technical infrastructure components and their operation
- Familiarity with application architectures and their interactions with technical infrastructure
- Ability to communicate clearly to non-technical stakeholders
- Familiarity with ITIL practices and processes, particularly Incident Management
- Familiarity with Agile methodology
- Demonstrate strong work ethic
- Ability to use Microsoft Office products
- Call coordination skills
- Acquire industry recognized certification(s) to do his/her job more effectively

Success Measures

- Quality of the incident ticket
- Accuracy of the information within the ticket
- Meeting Service Availability targets
- Avoiding ticket severity from being escalated to the next level
- Resolving level 1 incidents accurately, while following appropriate processes

Basic Qualifications:

- High school diploma, GED, equivalent certification or military experience
- At least 3 years of IT experience
- At least 3 years of experience with Linux Operating Systems or at least 3 years experience with Windows Operating Systems
- At least 3 year of Citrix Interface or at least 3 years of Control-M job batch scheduling
- At least 1 year of Microsoft SharePoint Tools or at least 1 year of Remote Desktop Clients/ F5 Management Utilities/ Load Balancing

Preferred Qualifications:

- Bachelor's degree in Computer Science or Information Technology
- Microsoft Certified Systems Engineer (MCSE)
- 3+ years of experience with integration of applications with Active Directory via LDAP & Kerberos for authentication and authorization
- 3+ years of experience with Linux command lines tool
- 3+ years of networking experience
- 5+ years of experience performing LINUX, Windows and Citrix system administration.

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Internal: Command Center Specialist II

Job Requisition ID: R5663

Location: Knolls 2 (12036)

Posting Date: 06/27/2016 - 4 days ago

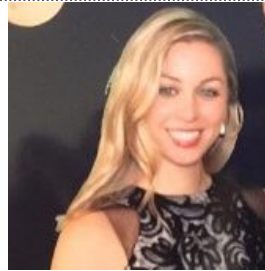
Job Family: Tech Ops and Infrastructure

Time Type: Full time

Job Type: Regular

Supervisory Organization: Technology Operations Delivery & Support (Herb Sening (442244))

Recruiter



Elizabeth Redding (528284)

Hiring Manager

Herb Sening (442244)

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