

Command Center Specialist

Job Description

Command Center Specialist

The Command Center Specialist is responsible for safeguarding the production environment by maintaining the 2nd level operational workflows. This position will focus on specific application portfolios and other supporting technologies. This includes coordination of production support activities for all systems within the portfolio, related subsystems, host servers, databases and other systems that the applications interact with to ensure their integrity and stability. A successful candidate must have or be capable of quickly gaining a technical understanding of architecture and environments supported.

Responsibilities

The production support operates under the ITIL model, ensuring all the ITIL processes as practiced at Capital One are adhered to.

INCIDENT & PROBLEM MANAGEMENT

- Drives and owns the resolution of incidents, involves the appropriate resources and ensures fixes are implemented as quickly as possible
- Identify reoccurring issues and work with IT & Business partners to remediate using the problem management process
- Communicates to business and technical partners on incidents as they occur when they impact system performance or availability

GOVERNANCE

- Maintains inventory of applications and associated artifacts (DR plans, contingency plans, support guides, CIs, etc.). Identifies gaps in inventory and works through closure of gaps
- Contributes to IT standards development and enforcement.

CHANGE MANAGEMENT

- Post-validation for all infrastructure and network changes
- Performer and post-validation for application changes (non-critical)

SERVICE LEVEL METRICS

- Produces and presents monthly reports on the health of the systems within the portfolio including the gathering and reporting of all SLA metrics
- Provide feedback and/or recommendations based on metrics collected
- Participates in system design improvements and performance enhancements

Operational Service Delivery

- Participates in projects through the service readiness process to validate that all required Conditions of Satisfaction are met prior to project rollout
- Ensures that adequate monitoring is in place for applications within the portfolio
- Monitoring and controlling all application processing including failure handling, service and system restarts, and working with support teams to ensure integrity of the systems

Basic Qualifications

- High School Diploma, GED or Equivalent Certification or military experience
- At least 1 year of experience with Oracle or at least 1 year of experience with SQL server
- At least 1 year of experience with IIS or at least 1 year experience with Apache
- At least 3 years of experience with Windows server or at least 3 years of experience with Unix or at least 3 years of experience with Linux server
- At least 1 year experience of IT production support for enterprise users or at least 1 year of large data center environments experience

Preferred Qualifications

- Bachelor's Degree in Information Technology

- 3+ years of experience with Oracle or 3+ years of experience with SQL server
- 3+ years of experience with IIS or 3+ years of experience with Apache
- 3+ years of experience with Unix or 3+ years of experience with Linux
- 2+ years of experience in a leadership role as a team lead
- 3+ years of experience in IT production support for enterprise users or 3+ years of experience with large data center environments
- 2+ years of experience with ITIL
- 1+ year of AWS

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Internal: Command Center Specialist

Job Details

Job Requisition ID: R2969

Location: Knolls 2 (12036)

Posting Date: 05/12/2016 - 1 month ago

Job Family: Tech Ops and Infrastructure

Time Type: Full time

Job Type: Regular

Supervisory Organization: Technology Operations Delivery & Support (Kathleen Kannan (127295))

Recruiter

Julie Haberman (486605)

Hiring Manager



Kathleen Kannan (127295)

Team Members

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