Overview:

Comscore is a trusted partner for planning, transacting and evaluating media across platforms. With transformative data science and vast audience insights across digital, linear TV, over-the-top (OTT) and theatrical viewership, we are a powerful third-party source for reliable measurement of cross-platform audiences. Comscore collects and processes 65 Billion records and runs up to 100,000 jobs every day, leveraging more than 15 petabytes of data to deliver the insights our clients need.

The Command Center team is the intersection of our network, employees, and clients – helping to keep our infrastructure running, tracking and resolving issues, supporting employees, and responding to client needs. We're responsible for supporting the servers, network and storage devices across all of comScore's data centers and cloud environments, supporting employee user accounts, and responding to both internal and client requests 24/7.

Job Description:

The Infrastructure Operations team is hiring a System Engineer – Command Center to provide 24x7 support. This role requires someone with strong technical and communications skills in order to be effective. This team will monitor and troubleshoot issues within the IT Infrastructure environment. These environments exist on premise as well as in AWS and are a mixture of physical and virtual. This position will also be responsible for working with multiple teams globally to create support and escalation procedures based on the impact to the business. This position will also be responsible for supporting employee and contractor user accounts in concert with our Service Desk team, and for resolving access issues for clients.

Essential Duties and Responsibilities:

- Remote management and monitoring of 24 x 7 Command Center Operations
- Incident Management for P1 & P2 tickets
- Ability to work with SOPs.
- Troubleshoot, prioritize and escalate issues to concerned technical teams.
- Ability to communicate severity issues.
- Provide on-call support with excellent English language communication skills, both verbally and in writing.
- Experience and/or comfort with communicating with employees around the world, primarily in the US, at all levels of the organization.
- Help in process improvement and documentation

Desired Skills & Experience:

- Excellent written and verbal communication skills.
- Bachelor's Degree in Computer Science or related field
- 2 to 4 years of infrastructure operations (Command Center) experience
- Attention to detail
- Ability to follow complex and detailed instructions
- Proactive problem-solving skills

Desired Tools & Technology Experience:

- Experience in monitoring & Service management tools like Nagios, SolarWinds, Service Now, Pager Duty
- Experience with Application Support, Printers, VPN software etc.
- Experience with End user account support in Active Directory
- Experience with Desktops, Laptops, Mac and Networking
- Experience in Microsoft based operating systems – Windows 10, 2008, 2008 R2, 2012, 2016
- Experience with using and troubleshooting Outlook 2013 within a network environment (permissions, calendar sharing, delegation)
- Understanding of ITIL – Incident Management, Problem Management.
- Certifications in the related field is a plus.