

Network Operations Center Engineer

Keno Kozie Services has been recognized once again, as the “Best IT Outsourcing Provider in Chicago” by The National Law Journal’s Best of Chicago awards. We are the IT partner of choice for law firms across America who entrust their reputation and business to our experience IT specialist. Keno Koziés’s Network Operations Center is a 24x7x365 Department.

Various shifts 1st, 2nd, 3rd and weekdays and weekends available.

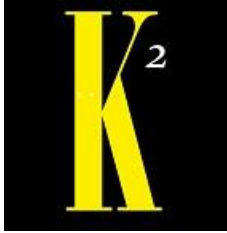
The NOC is part of our Managed Service Department and responsible for monitoring client systems for abnormal operating events and to provide appropriate resolution to issues as they arise. The ability to multi-task, prioritize and analyze best path to resolution, in a fast-paced environment is essential.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Production systems- monitoring, support, triage, troubleshooting and restoration of infrastructure components, systems, and applications included (but not limited to):

- Virtualization technologies including Citrix, VMWare, Nutanix and Hyper-V
- System: Virtual/ Physical servers/Storage
- Applications: Exchange/ O365/ DMS/ Intranet/ Etc.
- Carrier and vendor management escalation, interface, and support.
- Ticket and queue processing of workloads via Autotask.
- Reporting of key metrics around health/uptime Engaging Analytics team as needed.
- Triage of tickets generated by the RMM tool
- Completing weekly checklists
- The ability to multi-task, prioritize and determine resolution can be completed independently
- Critical thinking and quick decision making is essential.
- Special Project work as required by the needs of our clients and department

KNOWLEDGE, SKILLS AND ABILITIES



- Familiarity with Exchange, SQL, DMS (Document Management Systems), M365 Suite, VDI, E-Discovery Applications, Citrix, and other related programs; Ability to learn new programs as needed.
- 3-5 years of experience in customer facing IT systems and infrastructure support.
- Experience in a law firm environment preferred, but not required
- Understanding of operating systems (emphasis on Microsoft), applications, all characteristics/features of hardware being used, and system performance principles.
- Ability to debug system problems and develop online procedures for execution of commonly used processes.
- Thorough understanding of all system components and associated software products.
- Familiarity with equipment hardware from HP, Dell, Nutanix, Arista, EMC, Netapp, Juniper, Citrix, APC, SolarWinds, Managed Workplace, Tanium, IBM, Cisco, and related; Ability to learn additional technologies as needed.
- Administration of SAN/NAS (i.e. EMC, HP, Dell, Hitachi) and other enterprise storage technology.
- Technical flexibility and versatility to effectively configure, upgrade, and troubleshoot various systems
- Familiarity with firewalls, switches, and networking concepts and troubleshooting
- Strong customer facing and team communications skills
- Ability to work well in a diverse geographically dispersed team environment
- Strong written and oral communication skills
- Ability to work in a fast paced multitasking environment

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of The NOC Engineer

KENO KOZIE SERVICES IS AN EQUAL OPPORTUNITY EMPLOYER

Diversity and inclusion matters to us here at Keno Kozie Associates. We celebrate our differences and advocate an environment where everyone feels included. We're proud to be an equal opportunity employer – and celebrate our employees' differences, including race, color, religion, sex, national origin, citizenship, marital status, sexual orientation, gender identity, age, disability, Veteran status or any other protected group status. Our differences make us better, stronger and more successful. Equal employment opportunity extends to all aspects of the employment relationship, including hiring,



transfers, promotions, training, terminations, working conditions, compensations, benefits, and other terms and conditions of employment.