

POSITION AVAILABLE

POSITION TITLE: Network Operations Center Tech

JOB FAMILY: Information Technology

WORK SCHEDULE: Nights

DEPARTMENT CONTACT:

Jamey Webb

903-455-0461 ext 2007

Jamey_Webb@omnisys-llc.com

or

Scott Ostenburg

903-455-0461 ext 2007

Scott_Ostenburg@omnisys-llc.com

POSITION SUMMARY: The successful candidate will be responsible for providing excellent customer service to internal and external customers for technical system / application support services by using troubleshooting skills to identify and respond to problems and following established procedures for escalation and resolution.

DUTIES & RESPONSIBILITIES: include, but are not limited to:

- Technician activities related to the operations and monitoring of the OmniSYS networks, systems and websites.
- Using monitoring tools, this position watches and performs triage via documented processes reacts to situations within the OmniSYS environment.
- Performing Level 1 troubleshooting and support expanding our ability to respond quickly and provide you an easily recognized and rewarding career path.
- Report and escalate to onsite senior team members, "incidents" which impact the OmniSYS claim processing environment. This is imperative to improve and expand the level of service that the Operations Center is chartered to perform.
- You will work very closely with the other groups within Operations to assist in the resolution of problems, become familiar with deployment and release of new products and contribute to which provide world class service and support.
- Perform other duties as assigned.
- Building, racking, preparing production class servers.
- Work with and help our call center support OmniSYS's external customer base.

QUALIFICATIONS: include, but all are not required:

- Dependability and a positive team player approach is critical.
- Customer service and the ability to remain focused is required.
- A strong desire to advance and develop technical skills.
- Must possess good written & verbal communication skills.

- Must have the ability to work in a highly visible fast paced environment.
- Operational background as either a team member of another Network Operations Center, NOC or Computer Operator is desirable.
- Working knowledge of IT environments, technologies, system hosting infrastructure and their platforms is desirable.
- Working knowledge at an Operator level of Unix and Linux is preferred.
- Understanding knowledge of networking.
- Associates degree or above preferred or work related experience.
- Experience with Dell and IBM servers preferred.
- Experience with UNIX and Windows preferred.
- Knowledge of Monitoring systems such as Mercury, NETIQ and Nagios experience is a plus.

BENEFITS

OmniSYS' comprehensive benefits package includes paid time-off (vacation, holidays, sick leave), health, dental, vision, disability and life insurance, educational assistance, and support for professional development and training.

DATE OF POSTING: July 1, 2010