

# JOB DESCRIPTION

**JOB TITLE:** Engineer, Systems Monitoring

**DATE:** 4/13/2010

**REPORTS TO:** Director, Network Information Security

**DEPT:** IT Ops.

**APPROVED BY:** Bo Gorham

**SUPERVISES:** Technology

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## JOB DESCRIPTION

- Responsible for the development and implementation of a monitoring roadmap implementation methodologies and solutions.
- Manage Solarwinds network management system configuration, alerting and monitoring
- Implement integrated toolsets to perform Service Based monitoring of Revolution Money custom real time applications and systems

## DUTIES & ESSENTIAL JOB FUNCTIONS

- Manage the business services end to end monitoring infrastructure.
- Work closely with production teams for each monitored application and/or system, providing best practice information and assistance in implementing monitoring solutions and producing reports for all levels of personnel.
- Set event filters, write, load and work rules
- Set and maintain monitoring thresholds
- Work with service managers and platform and application owners to document events.
- Assist in interpretation of diagnostic data obtained from monitoring solutions.
- Creation of Reports, including understanding SLAs and production trending reports for various levels of management.

## OTHER FUNCTIONS AND RESPONSIBILITIES

- Ensure appropriate personnel are trained in the use of the monitoring product components.
- Work with team members to resolve issues and implement monitoring strategies for new assets.
- Upgrade systems by conferring with vendors and services, developing, testing, evaluating and installing enhancements and software.

## QUALIFICATIONS

- Familiar with Enterprise software products and monitoring environments and have experience managing a wide range of web-based applications.
- Broad background knowledge of IT from networking systems to server logistics as well experience in the following areas:
  - Hands-on Windows Server and Linux experience.
  - Network topologies, LAN, WAN, Routers, Switches etc...
  - Network and application protocols TCP/IP, DNS, HTTP, etc
  - Knowledge of events, SNMP, monitoring
  - Knowledge of High Availability, Clustering, Load Balancing
  - Hardware Architectures
  - Familiar with application architectures (3tier, client server, application servers, database servers, etc.)
- Must be able to understand, design and document business processes associated with monitoring architecture.
- SNMP monitoring tools, networking monitoring tools such as Solar winds, Dell Open Manage.
- Ability to articulate technical concepts to a variety of audiences including clients, developers, engineers and sales representatives.