

**Title:** NOC IT Consultant  
SolarWinds Journeyman **Region:** District of Columbia

**Req ID:** 566904

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**Details****Requisition Details**

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**Req. Class:** ITCV1 : 2-Journeyman **Region:** District of Columbia

**Title:** NOC IT Consultant  
SolarWinds Journeyman

**Req. Status:** Open

**No. of Openings:** 1 **No. Filled:** 0

**Start Date:** 06/25/2018

**No New Submittals After:** 07/17/2018

**Max Submittals by Vendor per Opening:** 2

**Worksite Address:** 2720 Martin Luther King Jr Av

**Agency Interview Type:** In Person

**Advanced Technical Screening Required?:** No

**Existing Incumbent Resource?:** No

## Requisition Description

**Engagement Type:** Contract

**Short Description:** 6-10 years of experience. This role has global responsibilities for the administration, implementation, operations and disaster recovery aspect of the SolarWinds tool.

**Complete Description:** Responsibilities: 1. Support and provide O&M for the OCTO NOC SolarWinds environment. 2. Work with OCTO departments and other critical agencies to enable SolarWinds monitoring for their respective applications and network / server equipment. 3. Directs and compiles information related to a critical event. Routinely prepare reason for outage (RFO) documents and reports. 4. Interfaces with District agency IT leads to ensure proper escalation during outages or periods of degraded system performance. 6. Plans large-scale systems projects through vendor comparison and cost studies. 7. Provides quality assurance review and the evaluation of new and existing software products. 8. Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. 9. candidate will be required to work on shift, to support the NOC 365/24/7operations ----- CONTRACT JOB DESCRIPTION Responsibilities: 1. Coordinates IT project management, engineering, maintenance, QA, and risk management. 2. Plans, coordinates, and monitors project activities. 3. Develops technical applications to support users. 4. Develops, implements, maintains and enforces documented standards and procedures for the design, development, installation, modification, and documentation of assigned systems. 5. Provides training for system products and procedures. 6. Performs application upgrades. 7. Performs, monitoring, maintenance, or reporting on real- time databases, real-time network and serial data communications, and real-time graphics and logic applications. 8. Troubleshoots problems. 9. Ensures project life-cycle is in compliance with District standards and procedures. Minimum Education/Certification Requirements: Bachelor's degree in Information Technology or related field or equivalent experience

## Client Information

<b>Work Location:</b>	OUC - 2720 Martin Luther King Jr Ave SE Washington, DC 20032	<b>Cost Center:</b>	OCTO - Office of the Chief Technology Officer
		<b>Project:</b>	

## Required/Desired Skills

### Required /Desired

Skill	Required /Desired	Amount	of Experience
6-10 yrs planning, coordinating, and monitoring project activities	Required	6	Years
6-10 yrs leading projects, ensuring they are in compliance with established standards/procedures	Required	6	Years
Bachelor's degree in IT or related field or equivalent experience	Required	10	Years
MS Office Word/Excel/PowerPoint/Visio/Pr... experience	Required	10	Years
Requirements gathering and documentation	Required	6	Years
Solarwinds monitoring	Required	3	Years

Solarwinds agent deployment to Windows and Linux systems, and agentless (SNMP-based) monitoring of appliances	Required	3	Years
Experience interfacing with IT leads to ensure proper escalation of issues during outages or periods of degraded system performance	Required	3	Years
Monitoring and responding to hardware, software, and network problems	Required	6	Years
Compiling and analyzing information related to critical events (preparing reason for outage reports, timelines, impact, etc.)	Required	3	Years
Cisco CCNA or higher networking experience equivalent experience	Desired	6	Years
Experience with network monitoring tools such as Solarwinds, Netscout, Splunk, HP Apppulse, and Sitescope	Required	6	Years
Experience with network infrastructure devices including switches, routers and firewalls.	Required	6	Years
Knowledge of hardware, software, network operations functions, packet switching, communications protocols, and diagnostic tools	Required	6	Years

## Questions

	Description
Question 1	Absences greater than two weeks MUST be approved by CAI management in advance, and contact information must be provided to CAI so that the resource can be reached during his or her absence. The Client has the right to dismiss the resource if he or she does not return to work by the agreed upon date. Do you accept this requirement?
Question 2	Please list candidate's email address that will be used when submitting E-RTR.
Question 3	There are no reimbursable expenses. Do you accept this requirement?