

DATOTEL



NETWORK OPERATIONS CENTER (NOC) OPERATOR

Datotel, LLC is a progressive St. Louis-based information technology company seeking a number of candidates to staff their Network Operations Center (NOC) and provide general IT support to Datotel employees and customers. This exciting, entry-level position reports to the Operations Manager and includes the following responsibilities:

Job Purpose: The Network Operations Center (NOC) Technician is responsible for providing support for the companies Data Center Operations and Communications Line of Business by working with the VP of Operations and other Engineering and NOC team members to establish a consistent, customer centric focus on providing a highly available data center environment and set of solutions for our clients.

Summary: Monitors and maintains the Datotel collocation facility, communication infrastructure and clients systems as required, troubleshooting where necessary. Assists in the deployment of new client infrastructure. Ensures customer's problems are addressed promptly, professionally and in a manner consistent with NetLabs Core Values. Ensures the facility policies and procedures are adhered to at all times. Continuously looks for areas for quality improvement and recommends operating policies and programs which guide the organization in maintaining and improving its competitive position, service quality and the profitability of the operation.

A successful NOC Operator will:

- Plan, organize, engage in, and track all operations-related activities for Datotel, LLC, and provide technical project support for Fusiva, LLC, an infrastructure architecture and network consulting firm.
- Monitor, manage, and maintain network and facility management systems, applications, hardware, and tools.
- Assist in creating and establishing policies and procedures for the NOC.
- Supports and assists with the operation and management of the Datotel IT and IS infrastructure and systems including LAN, WAN, phone systems, etc.
- Deploy, support, troubleshoot, and maintain systems and services as necessary to support customers of the Datotel facility.
- Utilize education, skills, and experience in the support of Fusiva consulting activities.
- Develop, maintain, and enhance relationships with others in the Datotel/Fusiva family of companies – including peers and members of other departments – to get results.

Qualified candidates should meet the following criteria:

- At least 2+ years of experience in information technology, telecommunications or a related industry. Network management and user support/consultative experience is highly desirable.
- Must have strong computer skills – must be proficient in office productivity applications including Microsoft Office (Word, Excel, Visio, PowerPoint) and Microsoft Windows
- Experience with Microsoft Server 2003, Exchange Server 2003, Linux/Unix, routing, switching, firewalls, and other computer and network hardware, a significant benefit.
- Network management, LAN administration, security knowledge, and user support/consultative experience is highly desirable.

- Must possess significant troubleshooting abilities, and be a creative problem solver with the ability to develop “out of the box” solutions.

Competencies

To perform the job successfully, and individual should demonstrate the following competencies:

- Exhibits dynamism, enthusiasm, charisma, excitement, and positive can do attitude.
- Must have strong analytical, problem solving and conceptual skills with the ability to solve and make decisions on complex business and technical issues.
- Must exhibit strong team working and project management skills.
- Must have strong verbal and written communication skills.
- Must understand and interpret customer requirements and goals in order to match them to our organizations capability to deliver them.
- Must deliver exceptional results despite challenges faced and changes in circumstances.
- Must live out the Datotel Core Values and Passion Statement and instills these values in others.
- Must provide direction and structure effective delegation, monitoring of performance and delivery of feedback to direct reports.
- Must generate new, creative, and innovative models, ideas and methods of supporting goal attainment.
- Must exhibit high levels of integrity.

Education

An undergraduate degree in Computer Science, preferred; OR an equivalent combination of education and experience. Professional certifications are desired (Cisco, Microsoft, etc.). Must possess a valid driver’s license.

This position with Datotel offers a base salary commensurate with experience and significant opportunity for advancement within the company.

Please send a copy of your resume in Microsoft Word to: kjones@datotel.com.