

Title:	NOC Network Engineer	Region:	District of Columbia
Req ID:	525814		

Details

Requisition Details

Req. Class:	NETEV1 : 3-Senior	Region:	District of Columbia
Title:	NOC Network Engineer		
Req. Status:	Open		
No. of Openings:	1	No. Filled:	0
Start Date:	02/05/2018		
No New Submittals After:	01/19/2018		
Max Submittals by Vendor per Opening:	2		
Worksite Address:	2720 Martin Luther King Jr Aven		
Agency Interview Type:	In Person		
Advanced Technical Screening Required?:	No		
Existing Incumbent Resource?:	Yes		

Requisition Description

Engagement Type:	Contract
Short Description:	11-15 years of experience. Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems.
Complete Description:	The NOC Network Engineer is responsible for technical support, maintenance and monitoring of highly available and complex District Government enterprise network infrastructure. Primary role involves monitoring critical infrastructure and network related components, performing an initial triage of incidents, and escalating incidents. Analyst Role and Responsibilities: • Monitor global network infrastructure (Solarwinds, Splunk, HP Apppulse, and Sitescope) • Contribute to Root Cause Analysis for customer/internal outages and recommend resolutions • Document infrastructure procedures for internal support • Prioritize workload to ensure service and project delivery targets achieved • Review new network designs and changes to ensure that they meet Operational Acceptance Criteria and are supportable • Update design documentation for internal and customer support • Contribute to Continuous Service Improvement • Support after hour and

weekend on-call duties for global trading and office support. Key Accountabilities: • Ensure network availability maintained • Ensure network issues are resolved in accordance with OCTO service level agreements • Ensure persistent problems are diagnosed and resolved • Ensure Changes do not cause business outages or issues • Ensure accuracy of network documentation ----- CONTRACT JOB DESCRIPTION

Responsibilities: 1. Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. 2. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. 3. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. 4. Manages the purchase, testing, installation, and support of network communications, including Local Area Network (LAN)/Metropolitan Area Network (MAN)/ Wide Area Network (WAN) systems. 5. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. 6. Plans large-scale systems projects through vendor comparison and cost studies. 7. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. 8. Provides quality assurance review and the evaluation of new and existing software products. 9. 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. 10. Provides input to policy level discussions regarding standards and budget constraints. 11. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations. 12. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. 13. Monitors and responds to hardware, software, and network problems. 14. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). 15. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. 16. Troubleshoots network systems when necessary and makes improvements to the network. Minimum Education/Certification Requirements: Bachelor's degree in Information Technology or related field or equivalent experience

Client Information

Work Location:	OCTO - 200 I Street, SE Washington DC 20003	Cost Center:	OCTO - Office of the Chief Technology Officer
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Required/Desired Skills

Required /Desired

Skill	Required /Desired	Amount	of Experience
Hardware Configuration, Operation Monitoring and Maintenance tasks	Required	8	Years
Experience interfacing with IT leads to ensure proper escalation of issues during outages or periods of degraded system performance	Required	8	Years
Compiling and analyzing information related to critical events (preparing reason for outage reports, timelines, impact, etc.)	Required	8	Years
ITIL management framework experience	Required	6	Years
Cisco CCNA or higher networking	Required	8	Years

experience equivalent experience			
Experience with network monitoring tools such as Solarwinds, Netscout, Splunk, HP Appulse, and SiteScope	Required	8	Years
11-15 yrs troubleshooting network performance issues	Required	12	Years
11-15 yrs analyzing network traffic and providing capacity planning solutions	Required	12	Years
11-15 yrs planning and configuring an enterprise network	Required	12	Years
11-15 yrs monitoring and responding to hardware, software, and network problems	Required	12	Years
Bachelor's degree in IT or related field or equivalent experience	Required	16	Years
Spanning Tree Protocol (STP) and Routing Protocols (EIGRP, OSPF, BGP, and eVPN/VRF)	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?