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IT Operations Associate

DirectViz Solutions, LLC, a high-level strategic consulting services firm that meets mission needs for IT Operations Associate. This position, located in “Pensacola, FL”.

Responsibilities:

Participate in a team environment, providing technical support for the operation and maintenance of a complex computing environment requiring extensive organization and coordination. Provide for data security, control and disaster recovery of computer operations systems. Assist in monitoring, problem solving, and installing data communication equipment and software; coordinate, schedule, and direct operation of computer systems, terminals, networks, LAN management, and other related equipment to ensure timely processing of data. Set up equipment for use, performing or ensuring proper installation of cables, operating systems, or appropriate software; assist loading of peripheral equipment with selected materials for operating runs. Perform preventive maintenance for hardware and software such as equipment cleaning, cable/ connection inspection, and configuration integrity. Assist with the maintenance of the Active Template Library (ATL) Backup system; retrieve and store backup media in library; mount and dismount magnetic tapes as required. Support backup, security and user help systems. Monitor systems for equipment failure or performance errors; respond to program error messages; conduct diagnostics to investigate and resolve problems; provide technical assistance and support; install and perform minor repairs to hardware, software, or peripheral equipment following design or installation specifications; and refer major hardware or software problems or defective products to vendors or technicians for service. Prepare and review operational and progress reports; maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities. Possess high-level oral and written communications skills; effectively communicate with all levels of client management, contractor managers and client agency representatives; adept in generating and conducting briefings, presentations.

Specialized - Position requires IA Workforce (IAWF) certification IAW DOD 8570.01-M and SECNAV M-5239.2.

QUALIFICATIONS:

- Must be U.S. Citizen
- SECRET clearance
- DOD 8570.01-M and SECNAV M-5239.2 Certifications
- Associate's level degree from an accredited college or university in a related curriculum or major field of study or equivalent directly related work experience.
- Two (2) years within the past six (6) calendar years of intensive and current, industry accepted experience in performing system analysis in a broad-based IT setting with contemporary hardware / software /languages.