SECURITY OPERATIONS SECURITY ENGINEER

Posting ID: [Posting ID]
Company: Criterion Systems
Position Type: Full-Time Employment
College Major(s): Computer Science

Company Website: [www.criterion-sys.com]
Work Location: Las Vegas, NV
Salary: N/A
College Level(s): Bachelor’s Degree

OVERVIEW

The candidate will be part of the Cybersecurity Operations team working in a 24x7 environment. The position requires communication with customers via email and phone regarding service outages and support requests. In addition to providing and documenting any updates of service tickets and track problem resolution. The candidate will also support enterprise IT operations and call center teams by monitoring network hardware and applications, and execute engineering tasks to resolve issues. Applicant must be a positive, flexible, self-starter requiring minimal supervision, and able to excel in a fast-paced environment. Communication skills are critical with the ability to verbalize and provide documentation to both technical and non-technical audiences. Applicants must be detail-oriented and have the ability to multi-task effectively.

Responsibilities:
- Follow up on technical issues with operations and call center teams and all stakeholders in resolution process.
- Support software and hardware issues and ensure stable system performance.
- Execute engineering tasks in support of system performance tuning on workstations, applications or network infrastructure in support Linux, Unix, Microsoft Windows operation systems services, observe industry best practices, standards, and procedures.
- Support maintenance and monitoring of the system/server infrastructure to include patching, system upgrade, backup, and configuration.
- Conduct problem management process (root cause analysis) attempt to determine the real or underlying cause of an incident in order to prevent future recurrences. Also support forensic analysis, triage and break fix of system server/server related trouble tickets.
- Perform account management including user account creation and deletion.
- Perform certification and professional development training to remain current on technologies and to improve skill sets and efficiency.
- This position may require shift work based on operational requirements
- Some limited travel required < 30%

Required Skills:
- Strong problem solving and root cause analysis skills
- Minimum of 2-3 years’ experience supporting Windows/UNIX/Linux enterprise environment
- Intermediate awareness and knowledge of the following technologies:
  - Enterprise Linux
  - Microsoft Windows
  - Database and SQL
  - Solaris/Oracle operating systems
- Customer service focus, and strong interface/communication skills
- Ability to ask relevant questions of customers and engineers in support of problem resolution.
- Ability to work independently with little supervision.
- Ability to follow procedures and work instructions to perform tasks
- Identify process gaps and proactively improve system inefficiencies
• Excellent written and verbal communication skills.
• Ability to mentor others

Qualifications / Education:
Bachelor’s Degree in Computer Science, Information Technology or related engineering discipline. Bachelor’s Degree can be substitute with 4 years of work experience in computer and information technology related field. DOE Q or TS Clearance or be able to pass the appropriate background investigations to attain one. U.S. Citizenship is required.

Other:
The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions.

How to Apply
Email your resume to Marcie Cheney at Marcie.Cheney@Criterion-sys.com.