IT AUTOMATION AND MONITORING ENGINEER

General Statement of Duties and Responsibilities

This class of positions encompasses professional and responsible highly technical responsibilities unique to the design, monitoring and maintenance of complex IT solutions and enterprise infrastructure. Under administrative direction of an agency IT Manager, with broad latitude of independent actions or decision, serves in a critical role in the design and implementation of infrastructure monitoring or automation tools. All personnel perform related work and may supervise employees.

Examples of Typical Tasks

Analyzes, designs, implements, maintains, and supports IT automation and monitoring solutions for enterprise infrastructure systems and platforms.

Develops and maintains standards and guidelines for implementing IT automation and monitoring.

Oversees configuring of IT automation and monitoring tools at an enterprise level, including the analysis, selection and deployment of emerging technologies.

Monitors industry developments; liaises with vendors regarding new products and technologies. Ensures compliance with agency standards. Proposes updates to agency standards in line with industry advancements.

Oversees Event Management, Patch Management, Release Management, Change Management development and processes.

Oversees major tool implementations and/or upgrades, including continued support, documentation and training.

IT AUTOMATION AND MONITORING ENGINEER   (continued)

Examples of Typical Tasks (continued)

Recommends hardware, software and server requirements to implement building the monitoring or automation tool's environment.

Collaborates with relevant partners to fully understand automation and monitoring requirements. Assists in defining and implementing Service Level Agreements (SLAs).

Collaborates with team leads to produce outage reports and ensure proper automated notifications are distributed when outages occur or when there is a change in the production environment.

Assists in cost analysis to determine and justify the financial need for automation and monitoring enhancements.

Assists in the development and review of technical specifications for automation and monitoring solutions.

Assists in the procurement of relevant IT systems and services, including the evaluation of vendor submissions solicited via bids, requests for information and proposals.

May supervise employees.

Qualification Requirements

1. A Baccalaureate degree in computer science, engineering or a related field from an accredited college and four years of satisfactory full-time experience related to IT automation engineering, monitoring engineering, management of infrastructure; or

2. Eight years of satisfactory full-time experience related to IT automation engineering, monitoring engineering, management of infrastructure.

IT AUTOMATION AND MONITORING ENGINEER   (continued)

Qualification Requirements (continued)

3. Education and/or experience which is equivalent to "1" or "2" above.

Direct Lines of Promotion

None.   This class of positions is classified in the Non-Competitive Class.