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Job Description

Job Title: Technical Operations Analyst

Reports to: Manager, Technology Operations

Division: Network Operations Center

Purpose: Under the direction of the Manager, Technology Operations, the Technology Operations Analyst provides first-line surveillance and incident management support in our 24x7x365 Data Center located in Ashburn, VA. Ability to work a flexible schedule in a shift environment including nights, weekends and holidays is a must. Varying shifts are available.

Essential Duties and Responsibilities:

- Provide first-line surveillance and incident management support
- Act as a front-line interface to our customers through effective oral and written communication over the phone, emails and through our ticketing system
- Communicate issues and incidents to all levels of the organization as required • Perform initial hardware/software problem analysis, identification, and troubleshooting
- Work closely with engineering groups to identify, resolve, or coordinate the resolution of System and Network issues • Use of monitoring tools to effectively monitor our IT infrastructure
- Use of trouble ticketing system for tracking, prioritization, and escalation of both new and existing issues • Follow up with engineering teams on open issues to keep tickets up to date
- Monitor our enterprise backup system, identify key backup failures, and manually restart failed backups
- Perform daily data center walk-throughs to visually inspect physical devices for alert lights or anomalies

Qualifications:

- Ability to work a flexible schedule in a 24x7x365 shift environment including nights, weekends, and holidays is a must!

- Experience with Microsoft Office
- Excellent communication skills, both written and oral
- Excellent analytical and problem-solving skills • Strong inter-personal and customer service skills
- Any Technical Certifications, AA or BA degree a plus

The overall well-being of our employees and their families is important, and Neovera provides many valuable benefits, programs and tools to help manage the various phases, developments, and priorities in your life which include:

- Medical and dental insurance coverage;
- FSA- health and dependent care expenses;
- Telecommuting and work-life balance;
- Life insurance; • Short and long-term disability insurance; • Generous paid time off (vacation, sick, floating holidays); • 401(k) retirement plan; • Competitive base salary; • Discounted gym membership.

Neovera is a trusted provider of complex hosting solutions, leveraging over a decade of unmatched technical expertise in IT consulting and infrastructure managed services. Headquartered in Reston, Virginia, Neovera's clients range from start-up and non-profit organizations, to global media, distance-learning, and financial institutions. Our goal is to assist clients in achieving superior return on their investment with the optimization and management of high-availability IT infrastructure solutions.

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