



## Duke University

Office of Information Technology

### POSITION AVAILABLE

<b>POSITION TITLE:</b>	Analyst, IT Sr. (Monitoring)
<b>JOB CODE:</b>	2426
<b>JOB BAND:</b>	Band D
<b>JOB FAMILY:</b>	08 (Information Technology)
<b>WORK SCHEDULE:</b>	Normal hours worked
<b>DEPARTMENT CONTACT:</b>	Stephen Galla <a href="mailto:galla@duke.edu">galla@duke.edu</a>

### POSITION SUMMARY:

Work in this position involves planning, implementation and operations for monitoring, trending and reporting of services and systems for the Shared Services and Infrastructure (SSI) team at Duke University, OIT. This position reports to the Sr. Manager of Collaborative Systems and will work closely with OIT's management, operational departments, service owners, systems administrators and support functions to provide operational support of service monitoring.

A working knowledge of Red Hat Enterprise Linux (RHEL) or CentOS is required. Familiarity with programming languages (including Shell, Perl, Java, PHP, Python, Ruby) is required.

### DUTIES & WORK PERFORMED:

- Administration of SSI's monitoring systems which include Nagios and Cacti.
- Interfacing with service and systems administrators to insure adequate monitoring, alerts and notifications.
- Development of simulated user scripts to monitor user experience.
- Creation of multiple service status views for various staff (Service Desk, Operations, Service and Systems Administrators, Management, Metric Initiative)

### SOFT SKILLS:

- Ability to work within a team in a demanding, fast-paced environment.
- Must have good planning and organizational skills, strong verbal and written communication skills.
- Highly motivated individual able to drive projects to completion.
- Ability to handle multiple concurrent activities and have a flexible, positive attitude.

- Demonstrated ability to track, organize, prioritize and execute project and operational workloads.
- Excellent analytical and problem solving skills.

## **QUALIFICATIONS & EXPERIENCE:**

The most qualified candidates will exhibit demonstrated ability or experience in the following areas:

- Experience with monitoring tools (Nagios, Big Brother, OpenNMS, etc.)
- Experience with performance trending tools (Cacti, Ganglia).
- Understanding of network management standards (SNMP, WMI).
- Understanding of alerts, thresholds and escalations.
- Understanding of critical performance metrics.
- Experience with shell scripting, Perl, Java, Python, and/or Ruby.
- Experience as a Linux systems administrator preferred.
- Experience creating RPM packages preferred.
- Experience using a source control system such as CVS or Subversion.
- Understanding of common Internet protocols (HTTP, SMTP, IMAP, etc.).
- Understanding of basic networking concepts (DNS, TCP/IP)
- Experience administering web servers (Apache) and databases (MySQL).
- Experience with various directories (LDAP, Active Directory).
- Experience developing project plans and time estimates.
- Experience with structured software/system development lifecycle processes and change control systems.
- Proven design and debugging skills.
- Ability to write end-user documentation for non-technical staff.

## **EDUCATION:**

Required:

- BA or BS in Math or Computer Science or related field and 4 – 6 years of experience or equivalent combination of relevant education and experience.

## **BENEFITS**

Duke's comprehensive benefits package includes paid time-off (vacation, holidays, sick leave), health, dental, vision, disability and life insurance, educational assistance, and support for professional development and training. As an employee of Duke University you would also enjoy numerous discounted services such as health club memberships, movie tickets, and cell phone services.

## **ENVIRONMENT**

The Office of Information Technology (OIT) is responsible for managing Duke Campus' IT infrastructure, service and support including academic research and enterprise applications. OIT provides leadership and expertise in many areas of Information Technology to Duke Entities,

including faculty, staff, and students. Specific services delivered include voice, data & video communications, institutional email and administrative applications (payroll, financial ledger, student systems etc.), database, web infrastructure, desktop & helpdesk support, student computing, data center services, and high-performance computing & academic software systems. OIT is also responsible for developing/upgrading the physical IT infrastructure around campus and maintaining 23 student computer labs.

OIT is a member of Educause, IVY Plus, National LambdaRail (NLR), and has representation at many of the leading technology consortiums that are driving the future growth and use of technology.

Duke University and Durham are located in the Research Triangle, a region that encompasses one of the nation's premier concentrations of academic, corporate, and public research. The Triangle region is rated among the most desirable areas in North America to live and work and has been identified by *Money* magazine as one of the "Best Places to Live" in the U.S.

[www.dukenews.duke.edu/resources/quickfacts.html](http://www.dukenews.duke.edu/resources/quickfacts.html)

*Trustworthiness, respect, diversity, learning and teamwork are the hallmarks of Duke's guiding principles. Our accomplishments are dependent on the dedication and expertise of all who work to support Duke's mission.*

#### **Application**

Send cover letter and resume to: Scooter Freaney, Human Resources Manager, at [scooter.freaney@duke.edu](mailto:scooter.freaney@duke.edu). Please include **Analyst, IT Senior** in the subject line. Additionally post your resume in Duke Database by going to <http://www.hr.duke.edu/jobs/>, use the requisition # to search and apply for this position.

These statements are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

**DATE of POSTING:** July 1, 2008  
Pos #: 50025287  
Req #: 400219665