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Enterprise Tools Management Specialist

Shifts: Day Shift - Mon-Fri

Customer Skill Level(s): Senior

Position Description:

1. Service Monitoring and Management:

- Continuously monitor the availability and performance of Splunk, SCCM, Micro Focus, and 1E.
- Identify, analyze, and resolve issues related to these enterprise tools in a timely manner.
- Implement proactive measures to prevent service disruptions and optimize performance.

2. Enterprise Patching:

- Manage and execute patching activities across the enterprise to address security vulnerabilities and ensure system stability.
- Coordinate with relevant teams to schedule and deploy patches with minimal disruption to business operations.
- Maintain accurate records of patching activities and verify the successful implementation of patches.

3. Performance Analytics:

- Utilize performance analytics tools to assess the efficiency and effectiveness of enterprise services.
- Generate regular reports on service performance, patching status, and security compliance.
- Provide insights and recommendations for performance improvements and security enhancements.

4. Issue Remediation:

- Respond to and resolve incidents related to enterprise tools promptly.
- Perform root cause analysis of recurring issues and develop strategies to prevent future occurrences.
- Collaborate with other IT teams to address complex problems and implement long-term solutions.

5. Security Compliance:

- Ensure all enterprise services meet security compliance requirements and industry best practices.
- Stay current with relevant security standards and updates, integrating them into enterprise tool management processes.
- Conduct periodic security assessments and audits to maintain compliance.

6. Documentation and Communication:

- Develop and maintain comprehensive documentation for monitoring, patching, and performance processes.
- Communicate effectively with stakeholders regarding service status, incidents, and resolution progress.
- Prepare and present reports to management on service performance and compliance status.

Mandatory Skills:

Excellent communication skills, both verbal and written, with the ability to explain technical concepts to non-technical stakeholders

Experience with monitoring tools and performance tuning.

Familiarity with security compliance standards and best practices.

Patch Management

Problem Solving Critical Thinking

Proven experience managing and supporting enterprise tools, including Splunk, SCCM, Micro Focus, and 1E.

Strong knowledge of cloud security principles and best practices

Strong problem-solving skills and the ability to troubleshoot complex technical issues



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Desired Skills:

Experience with scripting and automation (e.g., PowerShell).

Mission Accomplishment

Clearance: TS/SCI

Polygraph: FS

Training:

HS or GED and 19 Years Experience

Bachelors and 14 Years Experience

DoD 8570 IA Type: IAT Level 2

DoD 8570 CE Certification Requirements: CompTIA Security+ CE