

## Job Description

### Job Title:

DevOps/IT Engineer

### Responsibilities:

#### *Software as a Service, including:*

- Installation, updating, sun-setting and support of customer facing systems
- Installation, updating, sun-setting and support of QA and staging systems
- Deployment plans and scripts
- Security, penetration testing, vulnerability scanning, etc.
- Responsible for managing costs of cloud services
- Involved in feature planning and estimation

#### *Applications support, including:*

- Support of Productivity Applications (E-Mail, Calendaring, etc.)
- Support of Business Applications (HR, Finance, etc.)
- Support of SDLC Applications (Source control, JIRA, Build Servers, WIKI, etc.)

#### *Desktop, network, and server support, including:*

- Desktop, laptop and mobile support
- Networking configuration and support
- Hardware and software license and asset management

#### *Level 2 & 3 support for Field Services, including:*

- Communication testing, configuration, installation
- Device configuration, troubleshooting, installation
- Training
- Assisting Dev and QA

#### *IT Infrastructure Security, in coordination with and under the direction of the Chief Security Officer, including:*

- Physical Building Security
- Data Center Security
- Cloud Security
- Network Security
- Systems Security