**Technical Competencies – IT Infrastructure Monitoring and Reporting Expert**

**Applicant Name:**

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| **N** | **Technology**  | **Years of experience** | **Competence (rating : 1=basic  5=excellent)** | **Detailed description of how this specific professional experience was gained.**  | **Companies where you applied these skills / knowledge, according to your professional experience, e.g. 1-the most recent position, etc.** |
|  | Bachelor’s degree in information technology, computer science, information system security, or related disciplines |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Engineering and design experience |  |  |  | 1,2,3,4,5,6,7,8 |
|  | More than 4 years of experience in Enterprise Monitoring engineering roles using Enterprise Monitoring tools. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Minimum 4 years of experience in documenting engineering activities and drafting implementation procedures and scripting capabilities (Perl, Bourne shell) related to monitoring tools. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience integrating new devices into complex Enterprise Monitoring frameworks. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Deep knowledge and experience with the SNMP communication protocol, MIB integration and trap analysis. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Knowledge of IT Service Management processes and tools. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Support the migration of IT services to new network zones by ensuring reliable monitoring and reporting before and after each migration. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Ensure the day-to-day operations of the monitoring and reporting infrastructure, identifying any need for preventive or remedial maintenance such as fine-tuning and capacity planning. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Provide/maintain interfaces between monitoring, reporting, service level management and asset management tools. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Provide 2nd level support to colleagues from system and application support areas in context of incidents and problems identified or raised by the monitoring facilities. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Investigate, diagnose and resolve issues in the area of system and application monitoring using troubleshooting tools and techniques and referring to external suppliers. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Analyse and perform migration of systems/applications into the ECB’s central monitoring environment in accordance with established procedures, in order to ensure proper IT Service reporting. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Maintain accurate and up-to-date technical documentation related to the ERM environment. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Transfer knowledge to colleagues and ensure sufficient documentation is available for tasks to be assigned to first and second level support within the ECB’s Data Centre. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Participate in the update process of ECB/ESCB network management, monitoring and reporting architectures. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Support Continuous Improvement process on the tools and processes implemented |  |  |  | 1,2,3,4,5,6,7,8 |
|  | More than 3 year of experience developing and implementing service releases, activity plans and analysing IT processes in co-ordination with other experts. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Minimum 3 year of experience in test automation tools. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Familiarisation with the ECB environment would be an asset. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Knowledge of ITSM best practice and experience with ITSM tools |  |  |  | 1,2,3,4,5,6,7,8 |
|  | A good command of English with proven drafting ability |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Shows commitment to the achievement of team and organisational goals |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Manages multiple assignments and tracks progress on numerous processes simultaneously |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Uses simple/clear words to communicate ideas |  |  |  | 1,2,3,4,5,6,7,8 |