**Technical Competencies – Blank**

**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.** |
|  | Very good command of English with proven drafting ability |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good understanding of and experience working with ITIL processes, particularly change,  incident and problem management |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Knowledge of Active Directory (2008/2012), DNS, Group Policy, DHCP, Windows Server  2008/2012 installation, administration and troubleshooting, SCCM 2012, VMware vCenter 5 and  Exchange 2010, PowerShell scripting |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience operating mission-critical IT infrastructure environments (e.g. in financial service, IT  hosting or defence industries), working in mixed operating system and database environments (including Windows, ESX, Unix, Linux, MS SQL Server, Oracle technologies) and managing  technical service transition, creation and maintenance of support documentation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience with Microsoft SCCM 2007 (or higher) software distribution and task sequences. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | The main objective of the position is to provide 1st and 2nd level support to the ECB Windows server based systems and services. Depending on skills of the offered candidate, this might over time extend to the cover also Linux and Unix server environment |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Investigate, diagnose and resolve system incidents and problems using available tools and  referring to external suppliers if required |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Perform root cause analysis of all Data Centre infrastructure events resulting in service  interruption and proactively involve other IT teams and business areas to identify solutions.  Propose automated event response solutions |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proactively identifies and proposes improvements to services, technologies, processes and  documentation in order to increase ECB systems’ availability, stability, improve customer  experience |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Propose and develop solutions to improve operational efficiency of system administration team  as well as Data Centre section |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Provide knowledge transfer to other colleagues in the Data Centre section and ensure accurate  and up-to-date technical documentation related to systems operated by Data Centre section is  available |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Deploy, configure, support development, test, pre-production and productions systems and environments, integrating business applications under development with the standard infrastructural components and documenting installation and operational procedures for further deployments in Data Centre Operations |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Complete assigned tasks by agreed deadlines and at high quality |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Contribute to the deployment of IT solutions in production by advising on the production impact  of planned changes, assisting other team members in Data Centre Operations during the roll-  out and post implementation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Supporting design and preparation of recovery and contingency exercises to ensure system recovery in accordance with the predefined plans and documentation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | If required support service development processes by executing technical transition: |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Acting as single point of contact for project teams |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Communicate operational requirements to the projects |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - ensuring required resource requirements are gathered, understood and timely communicated to the team leader |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - planning, preparing and executing technical transition tests (e.g. compliance with technical standards, monitoring and alerting completeness, system restore, etc.) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience with: |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - supporting Linux/Unix based systems, including monitoring and performing preventive or  remedial maintenance |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Maintaining accurate and up-to-date technical, configuration management, inventory and troubleshooting documentation related to business applications and systems |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Assisting in development of standards for deployed system hardware, OS and software components |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Planning, preparation and documentation of maintenance activities (such as hardware  firmware, OS and software upgrades) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Supporting, administering, maintaining or engineering Microsoft SQL Server 2008 or higher  database systems |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - McAfee Web Gateway operations and administration |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Operating and troubleshooting Tivoli backup systems |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Cisco unified computing systems and UCS manager |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Experience with scripting and packaging technologies |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Understanding of network and storage concepts, technologies and equipment |  |  |  | 1,2,3,4,5,6,7,8 |
|  | A working knowledge of MS Office (in particular Word, Excel and PowerPoint) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good analytical and a problem-solving skills |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Is a team player, ready to step in when needed, tactful when dealing with colleagues and shows  commitment to the achievement of team and organisational goals |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Strives to provide a good service to the customer and is ready to go the extra mile while at the  same time managing expectations in view of organisational resources and strategic directives |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Manages multiple assignments, tracks and reports progress on numerous processes  simultaneously |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Is excited about technology and proactively keeps her/his knowledge up to date |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Uses simple/clear words and images to communicate ideas |  |  |  | 1,2,3,4,5,6,7,8 |
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