

TVA Job Description

Schedules CE, CI, CO, CP, CS, CT

Name		Employee ID No.		Effective Date	
Standard	Level	Job Title	Job Title Code	Org Code	
Information Technology	B	IT Operations Engineer (Compute)	200005		
Organization		Location		PD #	
IT		Various			
Supervisor		HR Consultant		Review Date	

Job Summary

1. Follows the engineering design process to provide complete IT solutions including hardware, software, configuration, and process based on collaboration and analysis with stakeholders, industry best practice and best value solutions.
2. Leverage advanced knowledge in multiple technologies; collaborate with peers to analyze performance of components and systems to trouble shoot, evaluate performance, and determine capacity. Uses root cause analysis, corrective actions, tactical planning and strategic planning to correct problems, provide improved response and project long term investments required to provide sufficient support for IT Services to the business.
3. Maintain the infrastructure to assure compliance with configurations, patches and approved designs. Active participant in the change management process to properly execute change with minimum impact to the services provided.
4. Participate with IT peers as needed to properly support the IT infrastructure on a 24x7 basis including on-call duties, shift work, and emergency support can be required including travel to various locations away from the employee's primary work site.
5. Develops standards and guidelines that promote best of breed operation and maintenance practices.
6. Develop and implement policies, procedures, and associated training for managing infrastructure, resources, administration, appropriate use, and disaster recovery.
7. Other duties as assigned, including but not limited to the participation in audits, security reviews, incident investigations, and presentations for TVA at professional events.
8. May serve as a work leader, in a non-supervisory leadership position, having job-related responsibilities to lead project assignments in a broad or specialty area.

Supervision Received

Independently performs assignments with instructions as to general results expected. Works under the direction of a team leader or department manager and receives minimal technical guidance on unusual or complex problems.

Skills and Proficiencies *(May be job or organization specific)*

- Ability to manage or participate on complex issues impacting the infrastructure.
- Advanced Knowledge of server including Solaris, LINUX, Windows Server, VMWare ESX, VCloud, EMC, and JVMs in all areas (examples: configuration, tuning, capacity management, security, compliance, monitoring, automation, support, vendor relationships, and other areas) Hardware including ORACLE, HP Blade, CISCO UCS, Veritas. Knowledgeable in developing, implementing, trouble shooting and supporting cloud based solutions. In depth knowledge and understanding of a broad range of management, compute and networking technologies.
- Ability to work with or lead a cross-functional team of IT professionals.
- Must have an in-depth working knowledge of TVA High Availability Systems and/or Critical Infrastructure.

Minimum Qualifications *(Consistent with Classification Standard)*

Education and Experience/Certificates, Licenses, and Registration Requirements/Other Requirements

A Bachelor's degree in computer science, engineering, mathematics, business administration, or related field of study; or equivalent education, training & experience. Completion of approved TVA Progression Plan or 24-48 months of comparable and relevant work experience. General understanding of business environment, i.e., budgeting, life-cycle costing, customer support. Several years of comprehensive experience in supporting the operation of large, multi-dimensional systems Demonstrated knowledge of transformation impact, change management, and business metrics. Strong facilitation, negotiation, and intervention skills. Excellent communication skills, both oral and written. Ability to challenge and influence teams in a fast-paced, deadline-oriented environment while dealing diplomatically with internal and external partners. Must be able to maintain elevated clearances including but not limited to, NERC-CIP, Sensitive, and / or Nuclear Fitness for Duty clearance.