

TVA Job Description

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

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|------------------------|--------------|----------------------------------|-----------------------|-----------------------|-------------|
| Name | | Employee ID No. | | Effective Date | |
| Standard | Level | Job Title | Job Title Code | Org Code | |
| Information Technology | C | IT Operations Engineer (Compute) | 200006 | | |
| Organization | | | Location | | PD # |
| IT | | | Various | | |
| Supervisor | | HR Consultant | | Review Date | |
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Job Summary

1. Serves as the TVA technical expert and provides daily authoritative advice in support of the engineering design process.
2. Works 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 lead and own areas including correcting problems, improving response times/methods and lead long term investment plans required to provide sufficient support for IT Services to the business.
3. Acts as coordinator to ensure that infrastructure stays in compliance with configurations, patches and approved designs. Active participant, leader and owner in the change management process to properly execute change with minimum impact to the services provided. Actively engaged in improving and automating change processes.
4. Provide tier 3 expert support to IT peers as needed to properly support the IT infrastructure on a 24x7 basis including on-call duties, shift work, and emergency support, vendor coordination and business coordination. Requirements include travel to various locations away from the primary work site. Expert resource for a broad subject area of technology.
5. Can act as a technical or team leader for specific scopes of work for finite periods of time, generally but not limited to work scopes valued at less than \$250,000.
6. Leads development and consensus building for standards and guidelines that promote best of breed operation and maintenance practices.
7. Develop and implement policies, procedures, and associated training for managing infrastructure, resources, administration, appropriate use, and disaster recovery.
8. Other duties as assigned, including but not limited to participation in audits, security reviews, incident investigations, presentations for TVA at professional events, and working with Enterprise Architects to determine strategy..

Supervision Received

Independently performs assignments with instructions as to general results expected. Incumbent plans and executes the work with minimal supervision and works under the direction of a team leader or department manager.

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

- Ability to manage and mentor A and B level's on complex issues impacting the infrastructure and TVA business processes.
- Expert knowledge of Compute 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.

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 or related field of study; or equivalent education, training & experience. General understanding of business environment, i.e., budgeting, life-cycle costing, customer support. Extensive experience and expert knowledge in supporting the operation of large, multi-dimensional systems across broad IT technology areas. 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 have an in-depth working knowledge of TVA High Availability Systems and/or Critical Infrastructure. Must be able to maintain elevated clearances including but not limited to, NERC-CIP, Sensitive, and / or Nuclear Fitness for Duty clearance.