

Part-time Temporary Intern

Red Condor, Inc

Rohnert Park (across from SSU campus in the old Agilent Campus)

www.redcondor.com

Gifted students are encouraged to apply even if they do not have all of the experience prerequisites.

Security Operation Technician

This position resides in the Security Operations Center (SOC) and reports directly to the VP, Customer Service. The SOC's primary responsibility is the continuous review and analysis of email based security threats provided by the global security sensor network. The result of the analysis and distillation of the threats in the SOC is creating filtering rules based on message patterns and characteristics that provide filtering classifications for the broad categories of message-based threats and objectionable material protecting customers' networks and end users.

The ideal candidate will strive to exceed our high quality standards and maintain a consistently elevated level of customer service and network operations. They will be expected to rapidly achieve a level of productivity measured primarily by system up time, and handled calls, trouble tickets worked and quality based metrics consistent with published department guidelines. They will spend a significant amount of time acting on monitoring events by placing outbound calls to customers to aid in restoring system functionality. The candidate will be able to create consistent, accurate and compelling documentation while working trouble tickets to aid all levels of support in providing a focused and appealing customer experience. The ideal candidate will excel at proactively solving problems identified through monitoring processes as well as support customer care through a mentoring relationship by gladly working to educate our end users own support staff whenever possible. All of these activities require a strong work ethic and the ability to participate on a team of NOC Engineers alongside other Red Condor personal to maximize customer satisfaction and maintain high service levels. The ideal candidate would be keenly interested in process improvement and increasing quality and productivity at all levels.

Experience and Education Prerequisites: 2+ years experience in network operations, management and troubleshooting (previous NMS experience +); 2+ years experience supporting Linux/Unix in a corporate setting.; 1+ years experience w/ some scripting languages: perl, python, php or java; 2+ years experience working with routing/networking elements (preference for Cisco, Sonicwall, Checkpoint Firewalls +); prior knowledge of mail servers/exchangers and their operation, maintenance and administration preferred; prior working knowledge of spam and virus filtering systems preferred; working knowledge of broadband access solutions; excellent interpersonal, communication and organizational skills; previous experience in remote network maintenance and customer support and a familiarity with call queues; degree in CS, MIS or equivalent experience preferred, not required; IT certs, e.g., CCNA / MSCE experience preferred, not required.

Please submit resumes in pdf, word or rtf format via email: jenniferb@redcondor.com.

Please also include a list of your 3 favorite musical artists and 3 favorite movies.

Position is temporary and part-time. Weekends and some weekdays (fill-in vacation/sick). Salary DOE.

For more information, contact Jennifer Benson, Finance & HR, Red Condor, Inc. (707) 285-4133