

Data Performance and Capacity Engineer

Job Title: Data Performance and Capacity Engineer

For Compensation Use Only

Salary Structure: Exempt

Job Function: Engineering

Overview/Summary

Plan, design, engineer, develop, implement, monitor, and analyze performance and capacity processes and methodologies of customer-facing systems and services. Provide subject matter expertise around performance and capacity engineering. Provide project support for performance and capacity related project initiatives. Act as liaison with applications development and tools teams for performance engineers. Evaluate and implement new technologies, policies, and procedures for business network operations. Develop/maintain relevant documentation and dashboards for performance and capacity engineering analysis, reports, and recommendations to performance engineers, performance managers, engineering managers, and executive management.

Essential Duties and Key Responsibilities

- Support
 - Analyze and maintain performance and capacity related KPI's and reports for customer-facing data systems and services.
 - Participates in capacity strategy review meetings, presentations, and training sessions.
 - Analyzes and reports on network & system performance
 - Interfaces with the vendors' technical staff.
 - Assists with issue identification and resolution process, including escalations to management
 - Monitors alignment of current performance and capacity engineering and processes with industry best practices, monitors variances
- Engineering
 - Provide technical project management for customer-facing performance and capacity related projects.
 - Implements capacity reporting and methodology changes related to new systems and services
 - Frequent interaction with partner organizations/departments
- Tools
 - Work with performance engineers to define requirements and make recommendations for ways to improve performance.
 - Defines analysis applications requirements and works with tools team to integrate into existing infrastructure.
 - Develop and maintain performance and capacity standards, policies and procedures documentation.
 - Support identification and collection of metrics and performance reporting processes
 - Identify process improvement areas and develop the improvement initiatives.
 - Determines capacity Key Performance Indicators for critical services
- Skills
 - Actively maintains knowledge of current technology
 - Actively maintains our current network infrastructure to expedite the resolution process
 - Develop and deliver cross-training activities
- Business Partnership
 - Maintain relationships with the customers, associates, and vendors to proactively identify needed changes.
 - Establish working relationships with technical and business counterparts.
 - Participate in process improvement initiatives.
 - Participate in industry/vendor forums to guide performance and capacity activities.
- People Management
 - Manage individual workload and deliver to agreed-upon milestones.

- Proactively promote consistent project-based performance measurement and skill development of junior staff.
- Demonstrate ability to work in team environment and help resolve issues.
- Technical Skills:
 - Systems: Routers (Cisco, ALU, Nortel), PDSN/HA, Firewalls, Load Balancers, MMS, SMS, LSNAT, EVDO, LTE
 - Tools: NetScout, Netcool, MRTG, Infovista, Wireshark, Solar Winds
 - Other: IP address management/subnetting, statistical analysis, advanced Excel and PowerPoint, Visio, and MS Project

The statements herein are intended to describe the general nature and level of work being performed by associates and are not to be construed as an exhaustive list of responsibilities, duties, abilities, and skills required of associates so classified. Additional responsibilities may be assigned as needed.

Minimum Experience and Educational Requirements

- Minimum 3 to 5 years relevant work experience
- Bachelor's degree in related technical / business area is preferred
- Foundation of the relevant technologies
- Theoretical understanding of the business and industry
- Demonstrated problem solving / analytical skills and knowledge of analytical tools
- Excellent written and verbal communication skills.
- Experience supporting mission-critical infrastructure in a fast-paced environment

Organizational Structure

Reports to: Mgr Data Capacity Engineering

Direct Reports: None