Careers at the AESO

As an independent system operator, the AESO leads the safe, reliable and economic planning and operation of Alberta's interconnected power system. The AESO also facilitates Alberta's fair, efficient and openly competitive wholesale electricity market, which in 2013 had about 176 participants and approximately $8.0 billion in annual energy transactions.

Critical Support Analyst – (Ref # 597)

Position Summary:

The Critical Support Analyst manages the Incident and Problem resolution for 24/7 critical high availability external facing operational systems along with (8X5) corporate applications to completion, and reports on system availability and compliance with agreed service level expectations.

The team also drives strong tactical relations across multiple business units to assure that collaboration on release, risk, change, incident and problem management is seamless.

The Critical Support Analysts has overall accountability of the Critical and Corporate applications they support. This role interacts with other administrators (server, network, database,) and System Enhancement team to ensure application availability and to maintain the technical environment, including software, security/access management, capacity management, monitoring and performance.

Accountabilities and Responsibilities:

This position is responsible to deliver the following ITIL Process Objectives:

- Incident Management Process
- Availability Management Process
- Continuity Management Process
- Security and Access Management Process

On Call:

- Act as Single Point Of Contact (SPOC) to provide support regarding Critical and Corporate Applications & Services
- Provide initial assessment of all incidents and attempt resolution from known issues, record logs and knowledge base

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- Keep applicable users/groups informed on the status of Critical Applications & Services incidents
- Coordinator for Critical Services migrations (DR) between the datacenters to restore the services as soon as possible

Key Performance Indicators (KPI's):

- Reduction of incidents through recommended Permanent Corrective Actions (PCA) & Service Improvement Plans (SIP)
- Increased service availability and performance
- Greater customer satisfaction
- Adherence to agreed service level expectations for response and resolution rates
- Improved co-ordination with internal and external parties for incident and problem resolution
- Contribute to the knowledge base
- Reduce the number and scale of service bottlenecks
- Meet deadlines for provisioning of capacity
- Deploy the System Changes into Integ, test and production environments
- Reduce time delay and data loss in the event of an incident
- Monitoring application performance logs, execute tuning and maintenance tasks as per the permitted administrative task specification
- Reduce productive time lost by users and other IT services

Work activities:

Incident Management: Manage the incident and restore the service in least possible time to reduce the impact on business and report to all stakeholders
Artifact: Incident (outage) Reports with business and system impact
Outcome: Inform the Business and relevant group(s), update incidents, resolve incidents, or escalate incidents (as per Service Level Agreements)

- **Availability Management and System Restoration:** Ensure availability of application within the boundaries of the system constraints and the agreed Service Level. Restore System in the case of an eventuality to its previously known working state.
    - **Artifact:** Availability Logs
    - **Outcome:** Available Application

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- **Monitoring and Tuning:** Monitoring application performance logs, execute tuning and maintenance tasks as per the permitted administrative task specification.
    - **Artifact:** Monitoring Logs
    - **Outcome:** Optimal Performing Application

- **Audits:** Routine audits of application for; usage, versioning, backup confirmation, compliance with policies, best practices, etc.
    - **Artifact:** Audit Logs and Reports
    - **Outcome:** Compliance

- **Security and Access Management:** Apply security policies, and manage access to the system (addition, deletion, and permission management of users, etc).
    - **Artifact:** Security Policy and Service Requests
    - **Outcome:** Managed Access

- **Capacity Management:** Ensure efficient management and allocation of resources used by the application and flag capacity constraints or growth in time for remediation where required.
    - **Artifact:** Capacity Monitoring Logs
    - **Outcome:** Sufficient Application Capacity

- **Continuity Management:** Restoration of service into a Disaster Recovery environment, or back-up scenario in the event of a disaster.
    - **Artifact:** Continuity and Failover Plan
    - **Outcome:** Restorable Application

- **Creating and Maintaining the Application Administration Specification:** Specify and keep up to date the documented operational and application administration specifications.
    - **Measure:** Up to date Systems Specification

- **Monitoring and Maintaining Systems Health and Audit Reporting:** Report on systems health, usage, versioning, trends, compliance, etc.
    - **Measure:** Informed Client and Management

- **Configuration Management Baseline:** Specify and keep up to date the current state of the application in the Configuration Management Database (CMDB), and ensure current copies of all installed software.
    - **Measure:** Up to date and available copies of Application install binaries

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Industry and tool knowledge and skills

- Experience in Application Deployments
- Experience with the technologies like Windows 7, Windows 2003 and 2008 server, Unix/Linux, Java EE/SE, Oracle 11g SQK/PL *SQL, Oracle Web logic Application server, Java JDK 1.6, Java Database Connectivity (JDBC) , MS SQL server 2008

Education:

- Bachelor's Degree/College Diploma / Post-secondary education in Information Technology or equivalent experience
- Certification in ITIL Foundation preferred

Knowledge, Skills, Abilities and Experience Required:

- 3 – 5 years industry experience
- 6 – 10 years IT experience
- Preferably from a utilities market or industry background

If you are interested in the above position, please email your resume in confidence, referencing # 597 to careers@aeso.ca by May 4, 2014 in order to be considered.

The AESO is unable to accept unsolicited agency resumes. Any resumes submitted become the sole property of the Alberta Electric System Operator.

The AESO would like to thank all applicants for their interest; however, only those candidates selected for interviews will be contacted.

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