

Operations Center and Service Monitoring Architect , Principal-10001743

Department Overview:

The Computing Platform technology domain is part of the Domain Architecture function within PG&E's IT Strategic Planning and Architecture organization. The mission of the Computing Platform Architecture group is to thoroughly understand current Computing Platform trends and chart a strategic path for PG&E business alignment to those trends. Through comprehensive planning, Computing Platform Architects leverage enterprise economies of scale via the establishment of flexible, sound computing solutions and standards. The solutions and standards established are aligned to the diversity of the PG&E Utility business needs. Computing Platform Architects interface with both technology-focused and business-focused stakeholders in the PG&E Enterprise and have a unique opportunity to establish aligned strategies to enable the greater PG&E Utility business. Computing Platform Architects are technology experts working to establish themselves as organizational thought leaders with the drive to make a mark on the IT and Utility industry as a whole.

Position Summary:

The Operations Center and Service Monitoring Architect will serve as the primary thought leader for the establishment of a cross functional Network Operations Center (NOC) practice focused on monitoring PG&E's operational technologies, as well as internally facing foundational IT Services. The role will be focused on both the process and technologies that are required to operate a Utility Scale, world class Network Operations Center.

The role will report directly to the Lead Principal Architect for Computing Platforms within PG&E's IT Strategic Planning and Architecture organization. This position will report out of our downtown San Francisco headquarters.

Establishing the Network Operations Center function includes organizational design, functional design, process design, visualization capabilities, and technology enablers. Service Monitoring technologies include Event Monitoring, Event Alerting, Incident Management Integration, Event Correlation/Analysis, escalation through alerting technologies and broader systems management capabilities as it relates to the Computing Platforms.

Responsibilities:

- Will play a lead role in creating the architectural design for the establishment of a world class Network Operations Center function. Design would include the people, process, and technology components required to establish and operate a Utility Scale Network Operations Center.
- Will design key Service Monitoring Architectures (both logical & physical) as a key enabler to the Network Operations Center Function.
- Will design and manage updates to enterprise Service Monitoring Strategy and Standards.
- Will be the primary architect for Service Monitoring capabilities within the Computing Platform space
- Responsible for integrating monitoring for non-computing platform technologies such as, database, middleware, application(s), networks, security and facilities management.
- Scope also includes the monitoring of Utility operational technologies such as Smart Meter. All technologies will be integrated into a Services view.
- Will be responsible for establishing the Service Monitoring lifecycle and Service design.
- Will be responsible for rationalizing enterprise toolsets as it relates to systems monitoring solutions
- Will perform cost estimation and alternatives analysis for monitoring products against technical and functional requirements.
- Will hold key peer stakeholder relationship responsibility to Information Security & Compliance, Infrastructure Services, and Application Services.

Minimum Required Qualifications:

- Minimum of 10 years of architectural or equivalent event monitoring experience.
- Practical Knowledge of the operations related to a Network Operations Center gained through a staffed role or leadership role within the NoC.
- Demonstrated strong communication skills. Experience communicating with Functional Areas / Lines of Business and translating technical concepts to a non-technical audience
- Demonstrated experience in Team Building and working within a matrixed team management
- Event Management experience monitoring: (Job Schedulers, Backups, Servers HW, OS, Web, DB, Middleware) (Notification Systems, Service Desk Tools)

- Minimum of 7 years experience and demonstrated expertise with monitoring framework products such as BMC Patrol, HP OpenView Operations, Microsoft Operation Manager
- Minimum of 5 years experience and demonstrated expertise in utilizing a manager of managers, such as BMC Event Manager
- Minimum of 5 years experience and demonstrated expertise in monitoring rules and policies in a monitoring framework product .
- Minimum of 5 years experience in integrating various monitoring solutions via SNMP .
- Minimum of 7 years experience in the Network Operation Center function.
- Minimum of 3 years experience with ITIL (Foundation Certification)
- Minimum of 5 years experience with Network Operations Center Responsibilities
- Minimum of 3 years experience IT Operations and Support
- Bachelors Degree or equivalent work experience.

Desired

- Minimum of 3 years of experience and demonstrated basic understanding of UNIX and Windows performance utilities (WMI, PerfMon and UNIX commands)

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Job Category

: Information Technology

Primary Location

: USA-CA-San Francisco

Job Level

: Manager / Superintendent

Schedule

: Full-time

Travel

: Yes, 10% of the time