
STUDENT EMPLOYEE JOB DESCRIPTION JD # 733 LCDI

Supervisor: Joseph Williams

Department: Leahy Center for Digital Investigation (LCDI)

Position Type: Federal Work-Study Program Part-Time Student Employment

Job #: 733 LCDI

Job Level: 3 Pay

Rate: \$11.10

Posted Job Title: Network Operations Center Analyst for The Senator Leahy Center for Digital Investigation (LCDI)

Job Description: A Network Operations Center Analyst (NOC) will construct, troubleshoot, maintain, and improve the networking infrastructure and systems necessary to maintain proper security operations for the LCDI's clients. This position provides the first level of support to LCDI client end users by handling service requests. Support will be provided remotely at the LCDI, over the phone, or via email. They will be required to develop solutions for network, desktop, and server problems. They will have the ability to analyze existing systems and make proactive recommendations for improvements. Develops, maintains, and implements all systems, applications, and networking configurations.

NOC Analyst's will also be responsible for maintaining the IT infrastructure of select LCDI clients, and will act as the first point-of-contact for any client-supported related issues.

The Network Operations Center Analyst duties will include but not limited to the following tasks:

- Parse logs to detect improper server/endpoint configuration.
- Troubleshoot client networking, functionality, and usability.
- Assist with or make suggestions for increased visibility within client/partner networks
- Research latest technologies with relation to the LCDI's mission
- Build and implement network equipment solutions as needed
- All other duties as assigned by the Network Operations Center Team Lead and/or LCDI Leadership

Required Qualifications:

- 2-3 years of experience as an undergraduate student in the ITS division and/or relevant work experience.
- Proficient in Microsoft Windows and Linux/Unix based operating systems
- Working knowledge of Active Directory, DHCP, DNS, Group Policy, and other Windows Server based processes
- Knowledgeable or experience with UNIX, LINUX, routers, switches, and firewalls
- Ability to program/script in at least one language
- Comfortable with the interpretation and analysis of Windows, Linux, and other OS based event/security logs
- Working knowledge of VMware
- Working knowledge of networks, to include TCP/IP protocols
- Attend the bi-weekly Cybersecurity & Digital Forensic meeting

Additional Desired Qualifications:

- Experience with clustered-systems troubleshooting and advanced Linux/Unix administration.
- Experience working with clients in an IT-support related fashion.
- **All sophomore applicants will be required to submit one recommendation from a professor or employer to jwilliams@champlain.edu before an interview will be given.**

How to Apply: Interested applicants should complete an application online: <http://bit.ly/LCDIJobApplication>

Approximate Hours per Week: 6-10, **longer blocks is preferred 4+ hrs.**

Job Location: Miller Center at Lakeside Avenue Campus – 175 Lakeside Ave, Burlington VT 05401

Qualified candidates will also be expected to attend a mandatory LCDI Town Hall and staff one LCDI event (i.e. Open Houses, Tech Jam, etc). In order to successfully accomplish the goals of this position, it may be necessary for the student to adjust his/her schedule to accommodate meetings with team members (i.e. monthly training and/or meetings).