



Contegix Junior Backup & Recovery Specialist Job Description

Mission of the Role

Contegix seeks a junior backup and recovery specialists to join our staff in order to provide unmatched technical expertise and service in the area of data retention and recovery to our client base. Junior backup and recovery specialists will be responsible for utilizing their base of technical knowledge and abilities to assist Contegix clients with their data retention and recovery requirements. In addition, junior backup and recovery specialists are expected to expand their knowledge base on the job in an effort to expand their level of expertise in the technologies Contegix supports and in an effort to further assist clients. Junior backup and recovery specialists are expected to provide ongoing assistance to senior backup and recovery specialists.

What We Offer

Contegix offers the opportunity to work with cutting edge technologies. We also offer endless opportunities to specifically expand your horizons in the area of Internet infrastructure technologies. Contegix facilitates employees the chance to be part of a truly collaborative team delivering superior technical expertise to our clients. Finally, we provide the ability to work with a fast-growing company that is consistently evolving.

Major Accountabilities

Technical Expertise

- Responsible for assisting the senior backup and recovery specialist in maintaining the organization's entire backup and recovery infrastructure (hardware, software, etc) and the data retention and recovery services we offer our clients
- Trusted with ensuring 100% availability of the backup and recovery infrastructure and the related services utilized by our clients
- Specialists are tasked with successful management of storage hardware (JetStor SAN's) utilized within the infrastructure for which they are responsible
- Specialists will assist senior specialists in making recommendations for changes to the backup and recovery infrastructure through research and testing



- Specialists are responsible for documenting all aspects of the backup and recovery infrastructure and maintaining this documentation accordingly
- Specialists are responsible for documenting and maintaining all procedures relating to backup and recovery tasks (completing restores, troubleshooting, verifying job completion, etc)

Customer Advocacy

- Specialists will be responsible for assisting clients with their data retention and recovery requirements and work with clients in establishing their individual data retention and recovery strategies following industry best practices
- Specialists will work with other departments to ensure contractual backup limits on an individual customer basis are not being exceeded and managing these overages per company policies
- Specialists will work directly with clients whenever issues or problems arise with backup and restore operations in an effort to resolve these issues in a timely manner

Knowledge & Learning

- Specialists will show a regular desire to take on new technical and non-technical challenges with the goal of expanding their individual knowledge, skills, and abilities
- Specialists will prove their team player tendencies by regularly educating other team members and facilitating their growth and learning in the use of our backup and recovery systems
- Specialists will actively seek out methods for expanding their knowledge and skills beyond company provided or company mandated learning initiatives

Miscellaneous

- Specialists will reconcile backup and recovery reports daily and address issues in an expedient manner
- Specialists will be responsible for managing physical tape storage and for the coordination and processing of off site tape storage

Technical Skills Requirements

Note: This is not an all-inclusive list.

- Proven hands-on experience with Linux (Preferably RHEL) and Open Source in an enterprise environment (preferred, not required)
- Proven hands-on experience with Windows Server



- Extensive background in enterprise backup and recovery
- Proven hands-on experience with CommVault or other enterprise-level backup and recovery system
- Proven hands-on experience with servers and storage devices
- Proven hands-on networking experience
- Experience managing backup and recovery in a large-scale enterprise environment (1,500+ clients/servers)
- Proven experience with de-duplication (highly preferred)

Non-Technical Skills Requirements

- Associate's degree or Trade School certificate in a related field. Bachelor's degree in a technical discipline preferred.
- Understanding of quality customer service
- Shift/schedule flexibility (may require 2nd shift work)
- Ability to have fun in a hectic environment and put customer needs first
- Excellent organizational skills and ability to adapt easily
- Outstanding problem solving skills
- Ability to prioritize and work around deadlines
- Superior communication and interpersonal skills and ability to work well within a team
- Ability to communicate effectively through written communication
- Must be flexible, dependable, and able to multi-task with priority
- Ability to remain professional, confident, and patient at all times
- Must be a team player
- Willing and able to learn new job functions and knowledge
- Ability and desire to stay current on new technologies that can be utilized at Contegix to benefit the client and Contegix
- Experience with project leadership as well as product, services, and solutions management
- Ability and experience working in a Network Operations Center
- Ability to function in a fast-paced environment

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to walk and use hands to finger, handle, or feel. The employee is occasionally required to stand and reach with hands and arms. The employee must periodically lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.