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# Example of Tools Engineer Job Description

Our company is searching for experienced candidates for the position of tools engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for tools engineer

* Acts as a liaison between all ITSM process managers (e.g., incident, problem, change and release) to ensure process alignment and to raise awareness of, educate for and gain support for ITSM Tools
* Works independently, but collaborates across business and IT domains that have specific configuration and change management responsibility - collocated or decentralized
* Is the key configuration representative for broad initiatives that will support CMDB use cases, including architecture design and planning, and coordination with other process owners (e.g., disaster recovery planning and event correlation)
* Works with local IT domain resources (e.g., stakeholders) responsible for configuration management data
* For new implementations, leads in product evaluations for CMDB and IT document management tools if it is within scope, and provides input in ITSM tool evaluations
* Proficiency in Network Tools such as HPNA, Solarwinds Orion, Netbrain and Cacti is must at administrator level
* Excellent knowledge on AAA and ACS to support day to day work
* Good Networking knowledge on Routers, Switches and Firewalls is Required
* Preparing documentation packages of procedures for sustaining, operating, and monitoring the network
* Collaborates with Operations Center to continually evolve and fine tune monitoring tool capabilities and alerts to drive maximum service availability

## Qualifications for tools engineer

* Experience and passion for tools development, and tool chains
* Advanced experience with Python
* Excellent working knowledge of compilers, linkers, and associated tools
* Experience writing small to medium web applications
* Experience with database technologies – SQL, NoSQL, database design, schema design
* A minimum 1 year experience with application programming