

We are looking for a System Administrator with experience in multiple disciplines that can define scalable solutions to support all IT systems, including servers, LAN, WAN and related systems.

#### THE ROLE:

- \* Systems Administration and Support: executes day to day maintenance tasks including problem determination and resolution, as well as root-cause analysis. Responsible for responding to live site issues and for executing software, platform, and configuration changes.
- \* Documentation and Training: provides and maintains documentation of systems architecture, troubleshooting and support guidelines, system metrics, project information and plans, and training information for both Site Integration and Service Operations Center staff.
- \* Systems Management: ensures the use of performance data and historical metrics to effectively plan for growth needs, plan upgrades, migrations, and optimizations, new implementations, identify and resolve efficiency issues, and improve functionality.
- \* Standards and Best Practices: participates in the development of best practices including capacity planning, monitoring, configuration, security, historical metrics, recovery strategies, and migration strategies. Responsible for validation of and adherence to these defined standards.
- \* Process: participates in the continual refinement of processes and policies to ensure the highest possible performance and availability of our systems.
- \* Support, monitor, test and troubleshoot hardware and software problems.
- \* Performing and coordinating effective installation and performance of advanced operating system hardware and software on servers.
- \* Plan and perform appropriate procedures, documentation, inventory assessment, and other procedures related to IT.
- \* Maintain, monitor, analyze system components and make recommendations regarding computer system security, monitor network, computer and disk utilization.
- \* Play a role in developing and implementing an IT disaster recovery plan.
- \* Inventory and provide accounting for resources including software, server, workstation and laptop systems.
- \* Conduct software and hardware evaluations, provide technical analysis and implement systems to meet the company's IT goals.
- \* Deliver scalable IT solutions while identifying and mitigating areas of risk to the business.
- \* Work with a team to automate management tasks, streamline processes and perform standard administration functions as needed.

#### TYPICAL SERVICES/TASKS:

- \* New server provisioning & configuration
- \* Network building
- \* System upgrades and migrations
- \* Security hardening
- \* Software installation & configuration
- \* Performance tuning
- \* Routine maintenance
- \* Setup & monitoring backups
- \* Technical troubleshooting
- \* Own system projects
- \* Server capacity planning
- \* Systems monitoring

#### BASIC QUALIFICATIONS

- \* Bachelor's Degree in MIS, Computer Science, Math, Engineering or a related field; or equivalent experience in Technical Operations or Software Development
- \* Red Hat Certified System Administrator (RHCSA) or Red Hat Certified Engineer (RHCE) certifications preferred

#### REQUIRED SKILLS & EXPERIENCE

- \* 7+ years of experience in system administration in a high-growth environment
- \* 5+ years experience designing, supporting, and deploying Internet-based products or services
- \* 2+ years scripting/server automation
- \* 2+ years managing more than 10 servers, preferably for transactional, mission-critical systems
- \* 3+ years experience supporting large-scale relational database systems, MySQL experience required
- \* Strong experience with various Linux distributions, RedHat Enterprise Linux experience required
- \* Strong technical expertise and knowledge of industry best practices
- \* Strong systems knowledge, including familiarity with client server architectures and their physical components (servers, network devices, disk-subsystems and SAN)
- \* Proven track record that demonstrates strong scripting and process automation skills
- \* Experience with medium to large scale enterprise application development and architecture
- \* Detailed knowledge of hardware technologies and systems support – administration, configuration, troubleshooting, performance tuning, security, and general maintenance
- \* Detailed knowledge of core Internet and networking protocols (DNS, DHCP, TCP/IP, ARP, HTTP, HTTP/S, SSH, BGP, EGP, and IGP), IP communication, packet structure, load balancing equipment, and troubleshooting
- \* Detailed knowledge of all aspects of Linux and strong RedHat Enterprise Linux experience
- \* Experience working in a medium to high capacity mission-critical web serving environment with significant Internet components
- \* Ability to function in a technical leadership role and assume end to end project delivery responsibility on an "as needed basis"
- \* Proven ability to participate with other functional teams in systems integration and design including writing operational specifications, test plans and requirements management with attention to detail
- \* Expertise with technology roadmaps, and continuous improvement/enhancement of software environment

#### FAVOURABLE SKILLS & EXPERIENCE

- \* Strong SQL skills
- \* Experience working with and supporting Mac operating systems
- \* Experience directly supporting users in a software development and hardware design environment
- \* Experience setting up and configuring virtual machines (VMs)
- \* Experience with Web Technologies (XML/XSL/HTML/SOA/Web Services)
- \* Expertise with Enterprise Application Frameworks (MVC, Spring, Hibernate etc.)
- \* Experience with web application development platforms, tools and utilities including JSP, PHP, Javascript, AJAX, PERL, and Shell script
- \* Experience in development or QA is a plus
- \* Experience with F5 load balancing helpful
- \* Experience with CDN solutions helpful

Must be able to demonstrate competency in the following areas:

- \* Excellent verbal and written communication skills
- \* Superior technical aptitude, written and oral communications skills and exceptional customer service skills
- \* Serves as primary point of contact with Manager
- \* Clear and effective presentations to groups of people
- \* Effective project management and planning on large-scale projects
- \* Construction of concise and complete technical documentation
- \* Viewed as a reliable technical resource for others

- \* Detailed understanding of the goals and requirements of the business supported
- \* Strong analytical and problem solving ability
- \* Self starter
- \* Be able to work independently in a telecommuting fashion and be comfortable with working alone
- \* Be willing to travel, possibly internationally (very infrequently)