



Systems Administrator

Job brief

We are looking for a System Administrator to maintain, upgrade and manage our software, hardware and networks.

Resourcefulness is a necessary skill in this role. You should be able to diagnose and resolve problems quickly. You should also have the patience to communicate with a variety of interdisciplinary teams and users.

Your goal will be to ensure that our technology infrastructure runs smoothly and efficiently.

Detailed Description:

The System Administrator (SA) is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff, volunteers, and Partners.

This individual will assist project teams with technical issues in the Initiation and Planning phases of our standard Project Management Methodology. These activities include the definition of needs, benefits, and technical strategy; research & development within the project life-cycle; technical analysis and design; and support of operations staff in executing, testing and rolling-out the solutions. Participation on projects is focused on smoothing the transition of projects from development to production by performing operations activities within the project life-cycle.

This individual is accountable for the following systems: MacOS, Linux and Windows computer and server systems. Some support of iOS and Android mobile systems could be required. Responsibilities on these systems include SA engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation.

SA Engineering and Provisioning

- Engineering of SA-related solutions for various project and operational needs.
- Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Install and configure systems such as supports infrastructure applications or Asset Management applications.
- Develop and maintain installation and configuration procedures.
- Contribute to and maintain system standards.
- Research and recommend innovative, and where possible automated
- approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.

Operations and Support

- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Perform regular file archival and purge as necessary.
- Create, change, and delete user accounts per request.
- Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- Develop expertise to train staff on new technologies
- Build an internal wiki with technical documentation, manuals and IT policies

Maintenance

- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
- Upgrade and configure system software that supports infrastructure applications or Asset Management applications per project or operational needs.
- Maintain operational, configuration, or other procedures.
- Perform periodic performance reporting to support capacity planning.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Maintain data center environmental and monitoring equipment.

Networking

- Configure and maintain network consisting of Ubiquiti Switches, Ubiquiti Wifi, Watchguard firewalls and VPN.
- Maintain and add 1G and 10G wired network when required.

KNOWLEDGE/SKILLS:

- BSc/Ba in Information Technology, Computer Science or a related discipline; professional certification (e.g. Microsoft Certified Systems Administrator (MCSA)) is a plus.
- Four to six years system administration experience.
- Experience with databases, networks (LAN, WAN) and patch management
- Knowledge of system security (e.g. intrusion detection systems) and data backup/recovery
- Ability to create scripts in Python, Perl or other language

COMPLEXITY/PROBLEM SOLVING:

- Position deals with a variety of problems and sometime has to decide which answer is best. The question/issues are typically clear and requires determination of which answer (from a few choices) is the best.

DISCRETION/LATITUDE/DECISION-MAKING:

- Decisions normally have a noticeable effect department-wide and company-wide, and judgment errors can typically require one to two weeks to correct or reverse.

RESPONSIBILITY/OVERSIGHT –FINANCIAL & SUPERVISORY:

- Functions as a lead worker doing the work similar to those in the work unit; responsibility for training, instruction, setting the work pace, and possibly evaluating performance.
- Responsible for researching software, hardware, systems to make recommendations, receive quotes and calculating ROI.

COMMUNICATIONS/INTERPERSONAL CONTACTS:

- Interpret and/or discuss information with others, which involves terminology or concepts not familiar to many people; regularly provide advice and recommend actions involving rather complex issues. May resolve problems within established practices.
- Provides occasional guidance, some of which is technical.

WORKING CONDITIONS/PHYSICAL EFFORT:

- Responsibilities sometimes require working evenings and weekends, sometimes with little advanced notice, responsible for keeping systems and network operational with little to no disruption of normal business operations between the hours of 8:00am to 6:00pm
- No regular travel required.

BENEFITS

Scojet believes in investing in the future of our Team, currently we cover 100% of employee health care insurance including dental and optical plans, a \$25,000 life insurance policy, 401k with 100% matching on the first 3% and 50% on the next 3%, 8 paid holidays and 2 weeks paid vacation, paid training and education classes.