**Linux Administrator/Technical Support | Atlanta, GA, United States**

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**  
Responsibilities   
Key duties

* **Supports Unix/Linux and/or Microsoft based systems in a large multi-domain environment.**
* Troubleshoots or crisis-manages customer technical issues.
* Performs problem diagnosis and resolution.
* Complex systems planning
* Migration and capacity planning
* Maintains client specific documentation that is used by our staff when responding to issues.
* Expert consultation on installations and tools to help customers grow
* Support Account Directors and Customer Advocates in customer projects
* Work with customers on new products.
* Ensures high customer satisfaction during the support process.
* Assist in inter-department communication and development from internal and customer perspective

**Job specific**

* Solid understanding of server hardware.
* **Able to configure Linux O/S.**
* **Experience with UNIX and/or Microsoft web hosting technologies such as Apache/IIS, MySQL/MSSQL, Postfix/MailEnable/Exchange, DNS services etc**
* Good knowledge of VMWare ESX/ESXi platform
* Understanding Clusters and Load Balancing principals
* Familiarity with most basic system administration tools and processes.
* Working knowledge of common TCP/IP protocols such as telnet, ssh, ftp, smtp.
* Ability to troubleshoot complex problems for common TCP/IP protocols
* Ability to troubleshoot complex application-level problems independently.
* Ability to work effectively with internal departmental members and peers from other departments.
* Must demonstrate the capacity and desire for continued, independent learning.

**Strategic duties**

* To keep current with new and developing technologies, suggesting ideas where the company is able to support new services.
* Work within SLA’s and drive to get these down, providing world class services to clients.
* Strive, wherever possible, to prevent issues.

**Person specific**

* Excellent organization and follow-up skills
* **Excellent customer relation and communication skills**
* Must love to talk to customers and help them define business needs.
* Ability to manage multiple activities/projects.
* Willingness to work with members or group to achieve common goal.
* Sense of fun and play and enjoy a fast paced dynamic environment

**Company Values/duties**

* Live by and promote the core values within the company
* Every Interaction Matters.
* Enable Others to Succeed.
* Strive for Excellence.
* Anything is Possible.
* Sense of Fun and Play.
* Undertake any other duties that may be required from you from time to time.