Enterprise Hosting

POSITION DESCRIPTION FOR
Linux System Administrator

Job Status: Full time, 1099 Position

Primary Relationships:

- **Internal Department or Team:** Service Department
- **External Relationships:** Clients & Vendors
- **Reports to:** General Manager
- **Compensation:** $20 – $30 per hour, depending on experience

Supervisory Responsibilities:

There are currently no supervisory responsibilities involved with this position.

Job Summary:

Provide onsite data center support to our clients who have critical response time requirements for their business technology systems. You will work independently to answer service desk calls, urgently analyze technical issue(s), troubleshoot over the phone and via remote log-in to resolve Enterprise Hosting or customer problems. You will multi-task to support a variety of network and application environments with executives, business owners, managers and end users. You must demonstrate superior communication skills to respond to diverse clients with urgent needs while recognizing they are looking for solutions, not technical explanations.

The System Administrator exhibits a medium to high level degree of technical knowledge that can be applied to customer's technical issues and problems. This position is one of the preliminary levels of support for client servers, applications and hosting infrastructure. The System Administrator will assist other technical staff members in resolving issues. The System Administrator will be expected to maintain Enterprise Hosting's positive reputation with existing clients through exceptional service delivery. You will also perform service and preventative maintenance activities on products, and assists in installations and deliveries. Other projects may be assigned.

Enterprise Hosting is a small company and relies on this position as a linchpin in the organization. The System Administrator will be expected to monitor alerts to their phone 24x7 and resolve any customer or Enterprise Hosting technical issues upon receipt of any such alert.

Expectations:

1. Achievement of approved professional development goals.
2. Continual improvement of other competencies and KPIs as indicated in the section titled "competencies" below and according to the performance review.
3. Achieve a score of 90% or more on Customer Satisfaction Surveys.
4. 100% of all tickets entered on a daily basis.
5. On-Call 24x7

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Certification Requirements – achieved within 180 days of first day of employment

- Citrix XenApp Certified

Prospective Time Allocation:

- 60% Installing, troubleshooting and resolving technical issues
- 10% Personal Technical Education
- 20% Enterprise Hosting Infrastructure/Platform Improvement
- 10% Assistance to Other Technical Staff

Duties and Responsibilities:

- **Technical**
  - Manage, maintain, troubleshoot and support our customers' servers, networks, applications and other IT infrastructure.
  - Identify, document and troubleshoot computing issues to resolution while maintaining customer satisfaction.
  - Update Ticketing System with accurate documentation of all activities conducted.
- **General**
  - Develop and maintain relationships with customers that further enhance Enterprise Hosting's positive reputation through exceptional customer service.
  - Maintain a professional and clean appearance.
- **Professional Development**
  - Participate in ongoing training and attainment of various manufacturer and software certifications.
  - Develop personal skills to work efficiently, both individually and as a member of the Service Department.

Skills & Qualifications:

It is impossible to list all of the skills and qualifications that an individual will need to efficiently perform in this position, but we have listed general skills and qualifications that individuals should have or should be striving to achieve in order to be qualified for this position.

- **Education**
  - Associates degree in Computer Science, Information Technology, Business Technology, related field of study, or equivalent work experience.

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- **Technical Skills**
  - Proficiency in supporting various Linux environments (CentOS, Ubuntu, Red Hat, etc.)
  - Proficiency in supporting Web server technologies, including but not limited to Apache and IIS
  - Proficiency in supporting Backup Systems
  - Manage internet applications inclusive to, but not limited to DNS, RADIUS, LDAP, Apache, Sendmail, Postfix, MySQL, PHP and Spacewalk.
  - Proficiency in writing scripts
  - Networks, internet connection issues, as well as be able to configure basic network devices such as routers.
  - Security software such as Anti-virus, Anti-SPAM, Anti-Spyware, and other security related technologies.
  - Basic knowledge to support SAN technologies
  - Proficiency in supporting hardware break/fix
- **Licenses & Registrations**
  - Valid driver's license
  - Proof of automobile insurance required
  - Reliable and suitable transportation that can be used as required to perform job duties, such as a car, SUV, pickup, or minivan. Motorcycles are not acceptable.

- **Experience**
  - Minimum 2 Years' experience working as a system administrator or related position.

- **Other Skills & Abilities**
  - Able to work independently and as part of a team
  - Exceptional written and oral communication skills required
  - Self-Motivated
  - Should enjoy learning new technology

- **Values Qualifications (not required)**
  - 2 or more years of relevant work experience
  - Experience working for a managed services organization

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