

# Job Description: System Administrator / Support Engineer

## Objective of the Position

Responsible for implementing and maintaining the platforms for the company's Content Delivery Network and Managed/Co-location services. Responsible for supporting production affecting issues as they are reported by customers, from our sophisticated monitoring systems and sourced internally from within Operations. Must prioritize and manage issues of varying complexity and criticality. Responsible for resolving an average of 80% of tickets before escalating to next-tier support. Assist Systems Operations and Data Center Management with the daily operations/maintenance of production systems and participate in projects to automate and improve current processes.

## Essential Duties and Responsibilities

- Perform planning, configuration, deployment and maintenance work associated with the production environments supporting our CDN and Dedicated Hosting and Cloud Storage products
- Respond to and own support tickets of technical nature, as well as troubleshoot, diagnose and resolve support tickets and questions independently, occasionally partnering with other colleagues.
- Perform systems administration tasks associated with implementation, migration and deployments utilizing remote-hands.
- Quickly and efficiently troubleshoot simple and complex issues in order to provide outstanding support for customer and internal needs.
- Identify areas for process and efficiency improvement within Systems Operations; recommend solutions and assist in overseeing implementation.
- Ensure all necessary operational processes and procedures are carried out with a high level of attention to detail, expediency and on-time delivery.
- Create and maintain detailed documentation.
- Monitor various systems capacity and provide analytics & forecasts for added or reduced capacity as required.

- Use strong communication skills (both written and verbal) to direct with precision and clarity remote-hands technicians over Jabber to execute deployment, break-fix, and upgrade plans accurately.
- Use strong communication skills (both written and verbal) to work directly with customers via email, ticketing systems, Jabber, Skype and phone to respond to technical issues.
- Leverage internal systems to document all customer interactions, problem resolution status, next steps, and time commitments.
- Test and apply new or updated software, patches, (self-written) Shell scripts, replications, backups, following procedures.

## Knowledge, Skills, and Abilities Required

- Ability to demonstrate a growing understanding and specialization for department's functions
- An increased ability to a wide range of analyzes complex situations and problems and is able to perform the necessary research to arrive at innovative solutions
- 2-3 years of relevant experience including in managing Linux/Unix platforms in these functions: DNS/ADS, RAID, system configuration and administration.
- Thorough understanding of TCP/IP Strong understanding of load balancing clusters, SLB, firewalls, ISPs, switches, routers, etc..
- Must possess strong documentation skills using online documentation tools such as a wiki. Experience using an operational ticketing system to record changes and work history details such as Kayako, Team Support, OTRS or Service Now.
- Must be able to communicate with precision and clarity with remote-hands technicians over Jabber to execute datacenter deployment plans accurately.
- Hands-on - completes tasks quickly and thoroughly, follows-through and is highly dependable.
- Growing knowledge of the company and industry products including rules, regulations, policies and procedures.
- Good judgment in selecting methods and techniques for obtaining solutions.
- Ability to increase operating efficiency with high quality technical solutions.
- Highly responsible, self-motivated, and able to thrive in an energetic, fast pace, high growth, entrepreneurial environment. Excellent organizational skills and resource oriented persona required to adapt to a constantly changing technical environment.

- Strong team player with a customer service orientation with the ability to forge relationships at all levels of the company and across diverse cultures. Have excellent communication skills– written, verbal, presentation and interpersonal.
- Multiple years of systems automation experience with command line tools (awk, sed, etc.) and one or more scripting languages (Perl, Bash, Python, etc.)
- Experience securing systems running Linux operating systems is highly preferred.
- Ability to work with deadlines and in a very fast paced environment.
- Familiarity with project management skills.
- Ability to work in an on-call environment, able to respond at all hours either as primary or escalation contact.
- Ability to independently analyze, troubleshoot, and understand how various technical solutions interrelate and interface in order to solve business problems.
- Approachable demeanor and ability to collaborate effectively with coworkers.
- Self starter with strong troubleshooting and problem solving skills.
- Strong multi-tasking abilities and attention to detail to produce a high quality of work.

## Interested for this position?

Please email your CV and Cover letter to [jobs@vikinghost.nl](mailto:jobs@vikinghost.nl) and we will get back to you as soon as possible.