

Senior Systems Administrator

Pinnaca is a world leader in the video conferencing market. Pinnaca has locations all over the world, and helps companies communicate easily and effectively through our managed video conferencing solutions. Video conferencing is at the forefront of collaborative technologies designed to deal with global business. Pinnaca manages user's video conferencing experience across multiple platforms through immersive Telepresence, boardroom, desktop and mobile solutions.

POSITION OVERVIEW

Pinnaca is seeking an experienced Senior Systems Administrator to maintain a growing estate of Linux and Windows servers and applications, and to add further automation and management of said servers. This position will play a key role in delivering cutting edge video technologies on a global basis as part of Pinnaca's managed services portfolio. This role requires demonstrated success in creating and delivering uptime critical systems infrastructure. The candidate filling this role must have a solid foundation in Systems Administration and a track record of implementing and optimising Systems for maintainability and high availability. This is an ideal opportunity for an individual seeking to grow their experience in a fast-moving environment.

Candidates must possess the experience required to support highly available Systems. This position will bring expertise and best practice knowledge in application and theories of robust Systems Administration. Candidates must be completely conversant with common technologies used within Unix/Linux Systems administration, as well as networking technologies and a reasonable facility with Windows Servers administration as well. Additionally, the candidate is expected to provide scripting capabilities to automate administration and routine tasks associated with Systems Administration, and testing. In this role, it is essential to be a self-starter, prioritise work items effectively, require minimal supervision, anticipate issues and provide solutions proactively. The Candidate must be prepared to embrace the challenges and culture of a rapidly evolving small company and, most importantly, effectively communicate with peers and other business leaders and stakeholders.

5 Years UK residency is required to be considered for this position.

MAJOR DUTIES AND RESPONSIBILITIES

- Provide subject matter expertise in the areas of Linux Design, Configuration, Documentation, Deployment and Support
- Provide day to day administration of Linux systems in the world-wide environment and the secureNOC.
- Provide 2nd line and backup support for Windows Servers and other associated IT hardware

- Provide level 3 network support as part of the SNOC (Secure Network Operations Team), which operates in a 15x7 rotational shift pattern
- Be responsive 24/7 to outages within this environment.
- Carry out regular updates to Linux and Windows Systems in accordance with Pinnaca's Technical Vulnerability Management Policies and Procedures
- Maintain and manage service and equipment inventory databases
- Research and recommend ways to improve the deployment of infrastructure, OS's and applications under management.
- Troubleshoot, isolate, and determine the root cause of Sysadmin and Linux related issues
- Work under pressure in a fast-paced environment
- Follow ITIL processes (Change management, Incident Management, etc)

SKILLS REQUIRED

In-depth experience in designing, configuring, maintaining and troubleshooting Linux infrastructure in a highly available, secure, service provider environment.

- IP Networking skills including but not limited to switching, firewalls, and routing basics. Facility with network tools is required (tcpdump, Wireshark)
- Scripting capabilities (sh, bash, Python, Perl)
- Configuration of common services. Examples: DNS, Apache, NGINX, Postfix, Squid, SSH, iptables
- Understanding of clustering services, enabling High Availability failover
- Experience with Enterprise Hardware and Management Tools
- Experience working within a strict Change Management process
- Understanding of Windows Server, Active Directory/LDAP, Group Policy, SQL
- Understanding of Security Best Practices – Microsoft Windows and Linux/Unix.
- Excellent troubleshooting skills
- Security Policy writing and application
- Puppet/Chef experience
- Managing Java Servers/Services experience (Jboss, Tomcat)
- Debian Packaging experience
- Virtualisation experience with VMware vSphere, Physical to Virtual migration and common imaging tools
- Excellent communication skills (spoken and written English)
- Professional rapport

Desirable skills...

- Knowledge of GPG13 and application of Protective Monitoring Controls in a network.
- Experience in using/configuring and supporting NMS (Network Management Systems) solutions
- Any Windows or Linux certifications
- Good understanding of the Microsoft Office Suite

PERSONAL ATTRIBUTES

- Strong interpersonal skills with a focus on delivering excellent customer service
- Strong desire to learn new technologies
- Strong troubleshooting and problem-solving skills to resolve issues within a defined service level environment
- Proven ability to work independently and as part of a high-performance team
- Excellent communication skills – verbal and written

EDUCATION AND EXPERIENCE REQUIRED

- Four (4) or more years' experience in Linux Systems Administration in a highly available environment in a Debian or Debian variant environment.
- A minimum of 3 years for a service provider or large global enterprise
- **5 Years UK residency** is a mandatory requirement to be considered for this position.