



Software Systems Administrator

We have an exciting opportunity for a fulltime **Software Systems Administrator**. We are seeking an innovative, high energy, customer focused individual to join our Support Team.

We are a Software company with a leading edge product that's been in the market for 15+ years located in downtown Toronto.

JOB DESCRIPTION

As a Software Systems Administrator, you will have an active role on the Support and Professional Services team, providing support on installing and maintaining our digital asset management software for our clients. The Software Systems Administrator will also resolve complex troubleshooting tickets and address technical incident escalations while building relationships with customers and key internal staff. The candidate will also participate in day-to-day operations; provide recommendations about future planning, internal training and consultations and general infrastructure management.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Under the general direction of the Support Manager, and as part of an integrated team, this position provides the highest level of technical expertise, advice, and problem solving in the design, planning, acquisition, configuration, implementation, and technical support for our own Digital Asset Management application
- OS provisioning, installing, configuring, customizing and troubleshooting enterprise applications in heterogeneous infrastructure
- Respond to and follow through with resolution to production hardware or operating systems related failures and problems
- Proactively identify problem areas for the team both technically and procedurally and recommend improvements
- Be required to identify system resource bottlenecks and work with other teams to test and tune systems for optimal performance while collaborating regularly with colleagues both inside and outside the production support team
- Creating technical documentation for work that's being completed
- Performing other related duties as required

PROFILE:

- Ability to work under pressure while paying attention to detail and ensuring accuracy
- Effective organizational skills with ability to handle multiple tasks and meet deadlines
- Collaborator, willing and able to learn quickly, and able to work with little supervision
- Able to deal effectively with internal/external customers and work well under pressure
- Proactive approach to system maintenance and problem avoidance
- Maintain a high level of technical knowledge, and demonstrate a solid understanding of production enterprise computing environments
- Good interpersonal and communication skills
- Ability to think outside the box



EDUCATION & TRAINING:

- Post-secondary education in Computer Science or a related field
- 5 years administering Linux and Microsoft Windows Server, as well as database servers [MySQL and MS SQL 2008 R2 clusters] with proven experience installing, supporting, patching and hardening software
- Minimum of 5 years of progressive experience in distributed Linux/Windows/MAC environments
- Must have strong Windows systems administration and knowledge of Windows Servers (80%) / Linux (20%)
- Must have fluency in scripting (Python, Perl, Korn Shell, Bourne Shell) and the ability to design and write operating system and platform utilities
- Advanced knowledge and hands-on experience with VMware/vSphere
- Strong systems benchmarking and performance optimization skills; strong TCP/IP knowledge, network administration and trouble shooting skills
- Hands-on experience with various SAN technologies. (EMC is preferred)
- Experience in complex web hosting configuration components, including firewalls, load balancers, web servers, application servers and database servers
- Well-versed in Apache HTTPD and Microsoft IIS 7.5 and caching
- Solid understanding of UNIX fundamentals
- Experience with Microsoft SQL Server 2008 clustering
- Disaster recovery planning and experience with high availability systems
- Ability to do some coding in SQL will be a strong asset
- Nice to have: Experience debugging software (We use Java & C++ here)
- Nice to have: Experience providing mission critical support to large organizations
- Nice to have: Experience working on a consulting team implementing software solutions
- Nice to have: Experience in video streaming and content management solutions
- Nice to have: Certification in ITIL v3 (Information Technology Infrastructure Library) Foundations from a recognized authority
- Nice to have: Experience in or knowledge of content technologies, content management software, Software-as-a-Service (SaaS), publishing and business applications

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

ADDITIONAL REQUIREMENTS

- Local Candidates Only - The position is based in our downtown Toronto, Canada office.

When responding, please indicate **position name** and **source of advertisement** in body of email. We thank all applicants but advise that only those to be considered for an interview will be contacted. No Agencies.

Careers@northplains.com