Location

Miramar, Florida or Charlotte, North Carolina

Job Description

Provide system support and triage services – Respond to inbound incident tickets. On a daily basis, System Administrators perform and track scheduled backups, archiving, change user privileges, or repair software and hardware malfunctions. They troubleshoot any problems that arise, responding to incident tickets. An important aspect of the job is problem solving. When a system goes down, system administrators must be able to quickly and accurately fix the problem.

Responsibilities

- Maintain, manage, and ensure proper monitoring of all covered and dependent infrastructure components.
- Provide hands-on system administration support, system maintenance and operations support.
- Diagnose and correct identified systems issues.
- Handle all Incident ticket based activity including proactive alerts escalated by Operators.
- Isolate, identify, and troubleshoot issues, and escalate problems as necessary.
- Provide end-user technical support, maintain the knowledge base, and customer documentation.
- Provide support to NOC Technicians around optimizing monitoring thresholds.
- Document problems and resolutions inside each ticket.
- Conduct minor documented systems changes scheduled with Change Management.
- Responsible for operational based service requests.
- Maintain the day to day operational standards for client environments.
- On call via a rotation cycle.
- Required to travel up to 70% of the time based on client requirements.

Education/Experience

- 2-3 Years Previous System Administrator Experience
- Associates Degree or Equivalent Experience
- Citrix Technologies: XenApp, XenDesktop, NetScaler, CloudBridge, EdgeSight, Provisioning Server, Application Packager, etc.
- Microsoft Technologies: Active Directory/Windows Administration, Terminal Services, DFS, DHCP, Clusters, SQL, DNS, Multi-Site Deployments, Multi-Domain Environments, etc.
- VMware Technologies: ESX (3, 4, 5), VMware View
- Storage Technologies: ISCSI, Fiber, NFS, CIFS
- Networking Concepts: Switches, Gateways, Routers, Firewalls, VPN, VLAN
- Worked in a SOX and/or PCI Compliance Environment
- Certifications in above technologies is preferred
- Solarwinds/N-Able experience a plus