BITSTREAM CONSULTING LLC

446 BILL KENNEDY WAY SE

ATLANTA GA 30316

404-939-2487

info@bitstreamllc.com

POSITION: Network Engineer / Senior System Administrator

OVERVIEW

The Senior System Administrator (SA) is a managerial role, a customer facing role, and also acts as back end systems architect. This role requires both customer interaction and the ability to make important technical decisions on system design of critical infrastructure. This role will act as the second and final tier of support for problem resolution, and is responsible for directing the Junior System Administrator role.

OBJECTIVES

MAJOR ROLE ONE: Ticket resolution - agents typically resolve twenty (20) tickets per day. Seventy percent (70%) of the inbound calls are basic Windows OS issues such as: password resets, software updates, printer installs, and browser settings reconfiguration. These calls should be resolved within 30 minutes. The remaining thirty percent (30%) of the calls will include other machine, network, or server issues. The SA will be responsible for documenting every incident in the ticketing system, and providing the solution required to resolve and close the issue. The SA will be responsible for assigning tickets to Junior System Administrators (JA) based on task difficulty. Resolution may require trips to the client site.

MAJOR ROLE TWO: Disaster recovery - the SA will be responsible for leading disaster recovery scenarios. In a disaster recovery scenario, the SA will be required to go onsite and will possess the ability to configure from factory defaults: networking equipment such as routers; PCs, and servers. In some instances, it will be necessary that the SA work in physically demanding environments that require climbing, lifting, squatting, or stooping for the purpose of repairing or troubleshooting network issues.

MAJOR ROLE THREE: Manager - the SA will act as a manager of Junior System Administrators. As a teacher and mentor to the JA individual, the SA must have the ability to take mastered technical mental models and transfer them to an individual of lesser ability. The SA will be responsible for dictating JA daily activities, such as assigning tickets that correlate to JA skill level; and dispatching them to client sites as needed.

MAJOR ROLE FOUR: System design - the SA will be responsible for knowing all company standard operating procedures and design templates. The SA must be able to implement these standards models for newly acquired clients. Examples of common design tasks - creating a new Active Directory based Windows domain from factory defaults on a Dell PowerEdge server in a manner that adheres to company standards; utilizing a mastery of Mikrotik RouterOS to build a production router in a short amount of time.

MAJOR ROLE FIVE: Project management - the SA will be responsible for planning and implementing the onboarding of new clients from initial physical site survey to project completion. Client onboarding requires drive imaging of every device that will be managed. In addition, all routers and wireless access points are installed and configured from factory defaults to replace existing equipment. During a project, the SA will be responsible for dictating the activities of JA's also assigned to the project.

TRAINING: The SA will be mentored and trained by another SA or company manager. The SA will possess a strong desire to learn and a willingness to be mentored by senior personnel. The SA will document newly acquired procedures and information without oversight in a manner such that information will not have to be transferred multiple times.

ENVIRONMENT: The SA will work out of the office in East Atlanta. The SA should plan on residing less than 5 miles from East Atlanta so that commuting times are a non issue. The SA must possess high levels of integrity, self-discipline, and organizational skills. Within the first week, the SA will become proficient with Zendesk, the ticket tracking system. The employer is still a small company; the SA will be one of only three individuals that must meet client expectations above all other concerns. The SA understands that for the duration of early company growth that work schedules are guaranteed to be unpredictable. The SA must be available for on call work every other Saturday.

The SA will be well groomed and well dressed. A company dress code will be provided.

GUIDANCE: The SA will report to a senior company officer. The senior company officer will be responsible for training the SA and confirming that company SOP guidelines (standard operating procedures) are learned and adopted. During the early SA training period, the SA and senior officer will work together to resolve tickets appropriately.

TECHNICAL AND EDUCATIONAL REQUIREMENTS:

1. The SA will hold a Cisco CCNA certificate and understand the OSI model; mastery of IPv4 is required
2. Extensive experience with Microsoft Windows Server 2003/2008/2012 in a domain environment is required. Microsoft certifications in this area are preferred - MCSE/MCITP
3. An exhaustive mastery of Windows 7 is required. A complete understanding of the NTFS object security model is required; implementing the principle of least privilege with this model using NTFS ACL's should be second nature
4. Mastery of Mikrotik RouterOS is required - mastery of the Cisco IOS is of sufficient conceptual similarity to RouterOS such that Cisco IOS expertise is acceptable; RouterOS must be learned quickly in such cases
5. Experience with Amazon AWS is preferred; specifically the S3, EC2, and Route 53 components
6. A bachelor's degree of a technical nature from a respected university is required
7. Telecommunications / telephony expertise is preferred - the SA should be able to physically examine a telecommunications room and understand the topology. Familiarity with the following circuit types is required: T1, DSL, analog POTS lines, PRI, MPLS, fiber, cable broadband