**THE CLOUD NETWORKS LTD**

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Employee Name:** |  |
| **Job Title:** | **Systems Administrator** |
| **Summary & Purpose of Role:** | The Cloud operates a large scale IP network across Europe. This role is to perform strategic project based and day-to-day engineering operations duties on the network platform and systems at The Cloud in line with the commercial priorities and direction of the business. The role includes overall responsibility for the design, deployment and support of new implementations as well as maintaining and improving existing systems as a function of an effective and efficient 3rd line support function. |
| **Department:** | Network Operations |
| **Location:** | St Albans, UK |
| **Reports to:** | Network Director |
| **Direct Reports:** | Nil |
| **Regularly has contact with:** | Product Management, Development, Service Delivery and Customer Services |

**AREAS OF RESPONSIBILITY INCLUDE:**

*Note: responsibilities may be added or varied to respond to the demands of the business.*

|  |  |
| --- | --- |
| **Primary Responsibilities & Accountabilities** (the role includes though is not limited to these tasks) | **Strategic*** Support New Product and Services introduction. Specifically, Technology search, Design, Deployment and Introduction into the Service delivery platform structure and processes
* Strategic management upgrade, monitoring and capacity planning of the core systems
* Setup and maintain high availability systems
* Maintain documentation on current systems

**Day to Day*** As required, perform day to activities required to support the service delivery platform and customer service
* Linux hosted Java application servers
* Linux routing
* Administering Apache HTTP server
* Administering PostgreSQL HA database servers
* Provide 3rd Line Support to customers according to SLAs - resolving technical support tickets, including participation in an out-of-hours on-call rota
* Troubleshoot and debug issues quickly and efficiently
* Update and maintain diverse configuration and databases (e.g. DHCP, Radius, DNS, RIPE, CMS, PostgreSQL)
* Actively review, upgrade & improve operational tools
* Support Day-to-day business operations.
* Maintain the internal Ticketing System
 |
| **Values**The Cloud Values Are:* Smart
* Agile
* Dependable
* Innovative
 | * We seek to employ team players – people who integrate easily, communicate with professional courtesy, energy and enthusiasm – inside and outside the business at all levels
* We are team players who share information, build rapport, offer support and generally seek to build trust and loyalty – company wide
* We are committed to providing outstanding customer service (internally & externally) – we believe we are all each others customers
* We are energetic and self-motivated – seeking people who are hands on and require minimum management supervision
* In a fast moving / developing environment we require people who are flexible and adaptable - excited by new ideas and/or technology and, willing to pick up and work with new initiatives no matter how unfamiliar
* We seek people who are ambitious, seek to improve their performance, are interested in training and generally in personal development
* No ego! We will succeed or fail as a team – so constructive criticism should be embraced to enable development
* Brilliantly planned & organised – managing workload, avoiding conflicting priorities in pressurised environment
* We like problem solvers who have and use initiative
 |
| **Outputs & Deliverables:** |  |
| **Background & Profile**(Qualifications – working history, languages etc.) | **Professional Skills:*** Good working knowledge of UNIX/Linux including advanced routing
* Understanding of Java application servers and end-to-end administration experience
* Good working knowledge of SQL
* Database administration experience
* Competent in support and customer facing skills
* Experience of standard monitoring systems
* To recommend new or changed standards to ensure improved efficiency, effectiveness and robustness
* Ability to effectively prioritise and execute tasks in a high-pressure environment
* Fluency with English (written and verbal)
* Passport holder / able to travel and work within the EU
* Efficient and effective troubleshooting and debugging of systems.
* Ensuring reliability and high availability of mission-critical systems.
* Gathering information for system requirements, finding and recommending solutions, and documenting processes.
* Researching, evaluating and documenting new developments and possible future system/network enhancements.
* Technical consultancy/ problem solving to other departments and directly to customers
* Flexibility to work within a shift system and an out-of hours support rota.

**Background:*** Minimum 3 years experience
* Previous experience working in a similar position (e.g. 2nd or 3rd line technical support), or experience within an ISP or hosting environment
 |

***Note: This job description is a guide to the principal, current duties of the job. It does not form part of the contract of employment.***

The job description is updated every six months at appraisal review and performance is measured against the job description deliverables.

Employee Signature: ……………………………………… Manager Signature: …………………………………

Date: …………………………………………………… Date: ……………………………………………………