

LINUX ADMINISTRATOR

QUANTA PHILIPPINES ROHQ



JOB DESCRIPTION

The Linux Administrator is responsible for monitoring systems and responding to alert actions. Other tasks, such as maintaining, patching Red Hat Linux OS, ticket assignment, and service request fulfillment (server builds) will also be addressed as needed.

SCOPE: Enterprise

RESPONSIBILITIES:

Offshore

- Monitor a global enterprise compute and storage environment via email alerts, SCOM, HPE and SolarWinds
- Support the following technology stacks: HPE, Dell, RedHat Linux, VMWare, Veeam Backup jobs, NetApp, Synology, TrueNas, and RoomAlert.
- Monitor Veeam backup jobs for MS SQL
- Monitor UPS power alerts and power payload.
- Monitor Avtech environmental devices.
- Assist Patching teams with any related patch activities
- Support any local Compute & Storage resources for the Operating Unit

Incident Triage

- Take initial calls around compute & storage alerts and incidents, assess the situation and resolve, log or escalate as appropriate.

Firmware Updates

- Firmware updates for HPE, Dell, NetApp, and Synology hardware are key to avoid vulnerabilities, also as avoiding business disruption is key.

VMWare ESXi, vCenter appliance, VROPs, software and security vulnerability patch.

- Execute software updates and vulnerability patching after hours US time to avoid production service disruptions.

General Functions

- Adheres to internal standards, policies and procedures.
- Performs other duties as assigned.

EDUCATION AND EXPERIENCE REQUIREMENTS

Required Education and Experience:

- Associate degree in computer science or other related discipline is preferred.
- Minimum of 5 years of experience required, including at least 2 years in Information Systems and 3 years in a directly related position with a mid to large size company.

- Experience working with Linux OS (Red Hat Preferred)
- Experience working in ServiceNow
- Experience in VMware Hypervisor, Server Hardware, and Storage Array alerts.

Preferred Skills and Experience:

- SolarWinds
- HPOneview
- VMWare
- NetApp
- Server Hardware
- MS Excel
- MS Outlook

COMPETENCIES:

- Possesses excellent problem-solving, communication, and interpersonal skills along with a patient, positive, and customer-friendly attitude within a team environment.
- Applies and adheres to established company and location safety values, culture and work processes & procedures; actively participates in safety rituals.
- Demonstrates outstanding customer orientation and desire to restore and enable client productivity; drives resolution and fulfillment to closure on first contact.
- Communicates effectively and efficiently with technical and non-technical audiences at all levels of organization; utilizes appropriate communication channels for given situations; employs a range of communication styles and techniques; acts as a Subject Matter Expert (SME) for client relationship management.
- Acts professionally and tactfully at all times and in all situations; maintains a professional demeanor and appearance; recognizes, being sensitive to and being respectful of global and cultural diversities; fulfills role as the “Voice of Information Technology”.
- Produces high quality work results with a sense of urgency while maintaining a high level of focus on detail, exactness and completeness.
- Performs work in a client embedded environment under direct supervision and/or indirect oversight of lead & more experienced analysts and management; recognizes, navigates and influences organizational and interdepartmental politics; manages multiple tasks and priorities.
- Documents incident resolution & service request fulfillment activities consistently, concisely and accurately in writing using correct grammar and spelling utilizing service and asset management tools and systems.
- Builds leveraging relationships & teamwork environment with clients, peers and other IT teams that facilitate knowledge and information sharing; contribute to team’s body of knowledge; be recognized as a dependable member of team and a source of positive energy and attitude for clients and team.
- Completes tasks timely and deliver specific results related to projects, initiatives and other special assignments.
- Provides support for new technologies.

