IT Systems Administrator
QUANTA PHILIPPINES ROHQ

SUMMARY

The IT Systems Administrator is responsible for monitoring systems and responding to alert actions for compute and storage platforms. Other tasks, such as ticket assignment, service request fulfillment (server builds) will also be assigned as needed.

SCOPE: Enterprise

DUTIES AND RESPONSIBILITIES:

Offshore
- Monitor a global enterprise compute and storage environment via email alerts, SCOM, HPE and SolarWinds.
- Support the following technology stacks: VMWare, Veeam Backup jobs, Netapp, Synology, RoomAlert and HPE
- Monitor Veeam backup jobs for MS SQL
- Monitor UPS and other environmental alerts
- 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 and storage alerts and incidents, assess the situation and resolve, log or escalate as appropriate.

Firmware Updates
- Perform firmware updates for HPE and Synology hardware.

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:

- Bachelor's 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 in ServiceNow
- Experience in VMware Hypervisor, Server Hardware, and Storage Array alerts.

Preferred Skills and Experience:

- SolarWinds
- HP OneView
- VMWare
- NetApp
- Server Hardware
- MS Excel
- MS Outlook