



Job Posting Intermediate Systems Administrators

Position: Intermediate Systems Administrators (2X)

Start Date: **July/August 2010**

Location: Teranet Data Centres

3389 Steeles Avenue East, Suite 420
North York, ON M2H 3X8
- and -
6733 Mississauga Road, Suite 104
Mississauga, ON L5N 6J5

Reports To: Manager, Operations Services

Position Summary:

The Operations Services team is looking for an Intermediate Systems Administrator to provide operational services and technical support for computer systems controlled by the Data Centre. This includes off hours (6 p.m. to 9 a.m.) customer service phone support.

Responsibilities:

Operational

- Ensuring the facility is maintained at an above average state of operability and recoverability at all times, as well as ensuring that all operational functions, have been performed in accordance to service standards. Assess and determine steps for immediate corrective action on all failed activities.
- Ensuring the environment is physically secured and reviewed at least 2 times per shift for compliance.
- Perform daily facilities inspections (minimum 2 times per shift) ensuring air, electrical, security, and premises.
- Ensure all components are functional. Take corrective action on any non-functional components. Repairs to be in place within 24 hours of problem being detected.
- Ensure that all backup processes and related tape management processes are completed by the end of each shift. Investigate and resolve and backup non-performance issues.

Administrative/Reporting:

- Perform daily, weekly, monthly systems, activities duties and related reporting to the Senior Systems Administrator, in a professional format which is presentable to senior level executive management.
- Ensure all time is accounted for and the time booked to the appropriate cost code.
- Performs immediate escalation and personal monitoring of any situation impacting or resulting on loss of functionality to Teranet or client application systems, until completion and/or problem correction.
- Procurement of supplies and/or services required for maintaining operational readiness.

Supervisory:

- Act as a functional alternate to the Senior Systems Administrator.
- Act as onsite technical lead and focal point for site operational activities.
- Scheduling, and coordination of site activities, data loading, backup, restorative and report printing processes.
- Personally supervise all site activities being performed by external personnel and vendors.
- Coach, supervise and mentor junior staff and/or new hires in the daily job functions.
- Review and ensure tasking function and quality are maintained and by any staff you are training or supervising.
- Interact on a regular basis with other Teranet support groups.
- Attend and/or initiate meetings to ensure required information is obtained to ensure site functionality.

SPECIFIC RESPONSIBILITIES:

- Maintain the Data centre environment(s) at system and application availability level of 99.9% or better. Report on, investigate and resolve any issue preventing achievement of 99.9% availability.
- Provide 1st line support for all Data centre systems and applications, in accordance to users service level agreements. Act as a functional backup to existing site personnel. Develop and maintain functional skill levels to meet job functions.
- Ensure the Data centre environment hardware, and software is properly documented with Teranet asset tags, software licenses and registration, equipment location and maintenance logs are being kept current.
- Review all logs and activities daily, for purposes staff direction, corrective actions and status reporting. Perform daily staff tasking meetings as required. Monitor, and report on nightly production system overnight processes.
- Ensure the Data centre environment(s) are maintained in a clean, documented and presentable level at all times. Maintain and enforce a clean desktop policy within the facility.
- Ensure all nightly print related activities are completed and print packages shipped in a timely manner, as per user service level agreements.
- Other duties as required, to support Teranet's business deliverables

Qualifications

- 1-3 years + hands on in an operations role in a 7 day/24 hour production operations environment or equivalent line experience.
- University Degree and/or College Diploma or equivalent experience in a computing field.
- Strong operational experience in the support and maintenance of AIX and/or Red Hat Linux mandatory.
- Experience in support and maintenance of Windows environment(s).
- Solid knowledge of Windows and PC technology on Ethernet topology.
- Experience in Sun Solaris, Spectrum, BMC patrol, Netbackup, Control-M, Microsoft windows server 2003, 2008 would be an asset.
- Good verbal and written communication skills.

Interpersonal and Technical Skills

- Relevant hands on operational experience in production data centre environments
- Professional demeanor.
- Dependable, reliable performance under all circumstances.
- Proactive.
- Take ownership approach to the environment, personnel, and service levels
- Always looking for improvements to facility, equipment and/or processes for improved service levels and/or performance
- Dealing with all issues immediately and effectively

- Advising supervisor of items requiring approval and/or outside person's responsibility scope
- Solid technical skills and experience to successfully perform the required duties
- Ability to set/monitor/report on site tasking and processes
- Ability to monitor and control vendor activities and processes
- Ability to provide off-hours support for site activities
- Ability to provide off-hours pager support to operations teams
- Ability to exercise a degree of judgment on a daily basis. In some cases, errors of judgment might be hard to detect and potentially costly.
- Needs to deal professionally and patiently with users

Systems Environment

- Multiple server environments:
- AIX, Linux, HP UX, EMC disk array.
- VMWare, ESX 4.0
- Sun Enterprise series under Solaris,
- COMPAQ Proliant series under Windows Server
- Network utilizing Cisco components.
- Liebert Air systems, EPE power distribution systems.

Working Conditions

- All activities are based out of 2 Data centre locations.
- Multiple systems running 7 day/24 on site operational cycle
- 7 day 24 hours system support activities being performed by multiple support areas
- 12.5 hour day shift
- Periodic overtime and off-hours work required to support facilities/systems activities and/or duties.
- 7 day/24 hour pager support to operations may be required if performing support roles.
- Will be required to lift/move materials/equipment as required to support site duties.

Teranet provides business-to-government (B2G) and business-to-business (B2B) e-service solutions that enable organizations to greatly enhance the services they provide to their customers. With a unique combination of capabilities and state-of-the-art systems, Teranet is at the forefront of delivering service potential in the land, legal, and financial services industries as well as enabling electronic government service delivery.

If this position is of interest to you, please forward your resume with subject line: **TERANET-ISA-3002** to: Teranet Inc. email: hr@teranet.ca 1 Adelaide Street East, Suite 600, Toronto, ON M5C 2V9 or via Fax: (416) 360-1687.