Tier II / Tier III Systems Administrator (Portland/Hillsboro)

Opus Interactive is seeking a Systems Administrator who will act as a primary responder to address Windows Server, Linux/BSD server, DSL and dialup, web and mail server and network systems support requests and various alerts and notifications coming into our NOC from our clients and from our monitoring systems. Our techs support client systems as well as internal infrastructure systems and internal Corporate IT systems.

You will take phone calls and handle emailed support requests and assigned tickets. Most work will be performed from our NOC in downtown Portland and our offices in Hillsboro. The job may also include some on-site work and mild travel. Weekly on-call shifts will be required.

Your support and administration tasks will include the direct support and maintenance of the following:

- Client and internal systems, servers and networks -- both hardware and software
- Hosted Exchange and other mail systems -- POP3, IMAP, SMTP, Anti-Spam, Anti-Virus and Webmail
- DSL and dialup support and provisioning
- Shared web hosting -- Web, FTP, DNS, domain and SSL certificate registration and renewal
- Windows server, desktop and applications support
- Linux/BSD server and applications support
- Network, hardware, security and datacenter systems
- Internal and Customer Corporate IT -- Desktops, servers, applications, wired and wireless networks, printers, phone systems and mobile phones

We are seeking someone with the following experience and skills:

- 4+ years of experience in IT - performing systems and network support, troubleshooting, and problem solving
- Microsoft Windows server and desktop operating systems, applications such as Exchange Server, MSSQL Server, IIS Server and Terminal Services, Office Products and other Microsoft applications
- General Internet related technologies including web, mail and FTP
- LAN and WAN technologies - firewalls, switches, routers, fiber circuits, patching, connectivity, VPN's, DHCP, TCP/IP, DNS, etc
- Linux/BSD operating systems and applications -- primarily CentOS and similar operating systems and applications such as Apache, MySQL, PHP, Mail servers, Bind and other open source software packages
- Other Technologies: VMware vSphere, OpenVZ, SAN Storage, HP Blade and Rack servers, Backup systems, Monitoring systems, HP and Cisco networking
- Desktop systems and DSL / dialup technologies

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- Shared web hosting and related systems, control panels
- Dedicated and virtual server technologies
- Hardware configuration and troubleshooting -- servers, desktops and network equipment
- Managed Services experience and Service Provider experience
- Experience working in a Datacenter environment
- Must be detail oriented
- Strong communication and people skills -- on the phone, via email and face-to-face
- Excellent troubleshooting skills
- Ability to work well as part of a team and interact well with individuals at all levels of the organization
- Ability to prioritize conflicting demands to prioritize, address, and resolve support issues
- A self-motivated, driven and thorough problem solver
- Able to follow procedures with the ability to understand the steps and improve them or create new procedures
- Able to switch gears and support many diverse business environments and clients
- Able to manage multiple projects and tasks at the same time

Pluses:

- Windows, Linux/BSD, Virtualization certifications
- Experience working with web based code and applications and a familiarity with development processes from a support perspective
- Experience with VMware virtualization and virtualization in general
- Storage experience -- SAN, iSCSI, NFS
- Scripting experience -- shell, Perl, Powershell

To learn more about Opus Interactive, visit our web site at www.opusinteractive.com.

This is a salaried, 8am to 5pm or 9am to 6pm weekday position with weekly on-call shifts. $40k to $55k DOE.

If you feel like you may be a fit for this position please submit your cover letter with resume and salary history/expectations for review.

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