



Tier 2 System Administrator

Opus Interactive is seeking a Systems Administrator who will act as a primary responder to address DSL and dialup, Windows Server, Linux/BSD server, and network system 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. The job may also include some on-site work and mild travel. Weekly on-call shifts **will be required**. This is a salaried, 8am to 5pm or 9am to 6pm weekday position. The starting salary range is \$35k to \$45k depending on skills and experience.

Your support and administration tasks will include the 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
- DSL and dialup support and provisioning
- Web hosting – Web, FTP, DNS, domain registration, ssl registration
- Windows server, desktop and applications support
- Linux/BSD server and applications support
- Network, hardware, security and datacenter systems
- Internal Corporate IT – Desktops, servers, applications, wireless networks, phone systems and employee cell phones

We are seeking someone with the following experience and skills:

- 4+ years experience in IT performing systems and network support, troubleshooting, and problem solving
- Microsoft Windows operating systems, applications such as Exchange Server, MSSQL Server and Terminal Services and other Microsoft applications
- General Internet related technologies including web, mail and FTP
- LAN and WAN technologies - firewalls, switches, routers, connectivity, VPN's, TCP/IP, DNS, etc
- Linux/BSD operating systems and applications
- Desktop systems and DSL / dialup technologies.
- Shared web hosting, dedicated and virtual server technologies
- Hardware – servers, desktops and network equipment
- Must be detail oriented
- Strong communication and people skills
- 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
- Managed Services, Service Provider, Datacenter experience

Pluses:

- Windows, Linux/BSD, Virtualization certifications
- Experience working with web based code and applications from a support perspective