

JUNIOR SYSTEM ADMINISTRATOR

Department: Information & Communications Technology (ICT)

Location: Orlando, FL

Work Status: Full-Time

Reports to: ICT Manager

Essential functions include, but are not limited to:

- Provide time sensitive endpoint administration for ICT systems and infrastructure as dictated by ICT management.
- Provide technical administration to clients via helpdesk and real-time communications methods.
- Uphold the rigorous standards for customer service which HostDime has established in the marketplace.
- Maintain and utilize HostDime's monitoring solution to address issues with ICT systems.
- Manage, mitigate, and assist in resolving critical incidents related to ICT systems.
- Troubleshoot, maintain, and improve the security suite and tools used across ICT systems.
- Work in a team environment on projects, fleet administration, and to expand HostDime's ICT knowledge.
- Research, document, and implement new technologies and systems as cleared by ICT management.
- Consume and contribute to company communications in a timely, team-based, and professional manner.
- Attend and actively participate in ICT meetings while providing updates on projects, issues, and team concerns.
- Work on-site as needed for ICT systems administration and as dictated by ICT management and corporate HR.

Qualifications:

- Has a passion for learning and implementing new technologies.
- Experience with Linux and Windows operating systems.
- Experience communicating information to clients and/or stakeholders.
- Experience troubleshooting information & communication systems.
- Ability to research, consume, and apply technical concepts and documentation.
- Ability to function in a fast-paced learning environment and adapt to new concepts.
- Ability to contribute and collaborate in team-based and one-on-one environments.
- Ability to maintain professional text and verbal communication in stressful situations.
- Linux command line familiarity, configuration, and file handling experience.
- 40+ WPM typing speed

Desired Skills:

- BS degree in relevant degree path or relevant experience.
- Experience with LAMP stack environments, MySQL CLI, SQL Databases.
- Experience with hosting panels cPanel, Plesk, and/or Interworx.
- Experience in system administration, cloud administration, and virtualized environments.
- Experience with scripting, advanced command manipulation, and git.
- Knowledge of Atlassian, Confluence, and Jira collaboration systems.
- Knowledge of DNS setup and advanced troubleshooting methodologies.
- Knowledge of IP protocol suite and networking concepts.
- Experience with fleet monitoring systems.
- Experience with automation software.