

Now is your chance to work with one of the largest Data Center Cloud Hosting providers in Florida with a rapidly growing international presence. HostDime is a global company with five branches worldwide; currently in Brazil, Mexico, Colombia, India and its corporate office in Orlando, Florida. HostDime manages and owns a state of the art data center in Orlando and also has data center space in each of the branch locations, allowing the company to house over 6,000 servers and host over 5,000,000 websites. HostDime provides managed dedicated servers, co-location, and web hosting solutions for a domestic and international market. We employ a local workforce of over 80% current UCF students and we are dedicated to the community and new employee development. We are looking for highly motivated and skilled individuals who are able to excel in a dynamic environment.

SYSTEM TECHNICIAN I

Department: Network Operations Center (NOC)

Location: Maitland, FL

Work Status: Part-Time and limited Full time availability

Reporting to: NOC Operations Manager

Job Description:

A System Technician ensures that all hardware owned and operated by HostDime are accessible to clients and are running as optimally and efficiently as possible. This individual will ensure the company provides the best uptime and proactive customer service in the industry. This is an entry-level position excellent for CS/IT majors with interest in software development and basic networking principles.

Job Responsibilities include but are not limited to:

- ❖ Respond to hardware/software issues that are reported within a five minute window and troubleshoot those issues
- ❖ Monitor the data center floor and work hands-on with servers
- ❖ Responsible for auditing servers, ensuring that the hardware is optimal for production
- ❖ Maintaining and repairing RAID arrays, troubleshooting load problems, and making sure backup drives are mounted
- ❖ Answering phones calls, meeting with arriving clients, and signing for deliveries

Job Requirements

- ❖ Strong written communication skills with emphasis on customer service
- ❖ A clean and professional image
- ❖ Ability to assemble and troubleshoot a multitude of hardware configurations
- ❖ Consistently arrive on-time and ready to work
- ❖ The ability to prioritize with time and resources provided
- ❖ Extensive documentation practices and an attention to detail
- ❖ Able to lift 20lbs without assistance

Desired Skills

- ❖ Display resourcefulness and independent thinking
- ❖ Familiar with the terms and definitions found within the industry
- ❖ The ability to develop and automate routine tasks
- ❖ General *nix knowledge in terms of a server environment
- ❖ Comfortable with any of the following languages: C/C++, PHP, PERL
- ❖ Passion to develop automated systems that eliminate routine task and help alleviate repeating problems