

SYSTEM TECHNICIAN I

Department: Data Center Operations

Location: Orlando, FL

Work Status: Full-time / Days

Reporting to: Data Center Operations Manager

Essential functions include, but are not limited to:

- Primarily responsible for continuously monitoring designated systems utilizing our monitoring solutions.
- Efficiently resolve proactive monitoring alerts and schedule preventative maintenance with clients.
- Respond to reactive monitoring alerts within five (5) minutes; efficiently troubleshoot OS configuration and hardware problems to bring systems back online with minimal downtime.
- Complete hardware upgrades and maintenance in a timely manner.
- Provide prompt and efficient remote hands assistance for clients following established policy.
- Utilize in-house inventory management systems to accurately track inventory items.
- Utilize in-house ticketing system to efficiently and professionally communicate with clients to resolve reported problems within management scope.
- Use and contribute to our Knowledge Base (KB) system to reference, create, and modify KB content such as how-to articles, information pages, and policies.
- Use and contribute to our Project Management system to report issues/bugs with our systems, track tasking for Data Center Operations department, and submit change/feature requests.
- Check in/out clients, contractors, and visitors following facility policy and procedures.
- Perform regular system and facility audits following Data Center Operations policies.

Qualifications:

- Strong communication skills with emphasis on customer service and professionalism.
- A clean and professional image.
- Ability to assemble and troubleshoot a multitude of hardware configurations.
- Reliable transportation to ensure punctuality for scheduled shifts.
- Ability to efficiently prioritize tasking based on available staff and resources.
- Extensive documentation and attention to detail.
- Effective team-oriented collaboration.
- Ability to lift 40 LBs. without assistance.
- Availability for at least nine (9) of the fourteen (14) day shifts per week.

Desired Skills:

- Strong critical thinking/troubleshooting skills.
- Strong organization and goal setting skills.
- Basic familiarity with Data Center Operations terms and best practices.
- Basic BASH and/or Python scripting skills.
- RHEL and/or Debian CLI proficiency with a strong emphasis on RHEL derivatives.