Position Summary

*Reporting to the Manager, , **SeniorTechOps Administrator**position is responsible for maintaining our On Prem Datacenters &Cloud environments to ensure stable, secure, and scalable environments for our customers This role will be proactive and focused on monitoring systems, troubleshooting problems, and responding to incidents, queries and requests. The fast pace of change in IT Infrastructure &Cloud technologies requires this person to be innately curious, quick to learn, devoted to best practices, and results-driven.*

Essential Functions

Describe the major responsibilities of this position and the percentage of time associated with each one

Essential Functions	% of *time*

L1/L2 support for:
• Cloud admin – Azure
   o Common task will be deploying the virtual machine via terraform/ansible
   o Implementing services
   o Azure active directory
• Server Life Cycle Management (Build/QA/Decomm)
• VDI/AVD Support (Citrix/Azure AVD)
• Infrastructure Cleanup (On Prem, Cloud)
• Backup, Storage and DR Ops (Veeam, Druva, ASR, Zerto, Rubrik)
• Windows, Linux Patching for On Prem, Cloud, CloudLaunch (Tanium)
• Event/Incident Management (DataDog, ServiceNow)
• App Secret/Cert Management (Azure, IIS)
• Refresh/Upgrades (OS, Firmware, Drivers, HyperVs)
	70%

• Participate in managing day-to-dayoperations of cloud infrastructure environments, including performance management, monitoring, and assessment of metrics. Handson for Deployments, Templates, Networking, Config, upgrades, App Gateway services, API, CI/CD Pipelines	10%
• Work with business units on new deployments, issues, and improvements to existing services: assist development teams with integrations and identity enablement for SaaS or custom products; deploy IaaS and PaaS infrastructure in Azure (Must to have),AWS or GCP (nice to have) using Terraform (Must), Ansible (Must), or another Infrastructure-as-Code tooling.	10%
• Express route configuration and management, Subscription management	5%
• Develop and or improve the automation of tasks and infrastructure using established scripting tools and capabilities • VMware | Nutanix | VxRail | DC Operations	5%
	100%

Qualifications

Education *Degree level and area of specialization needed for the performance of this role's Essential Functions*	Required	• *Bachelor's degree with a demonstrated interest in technology, technology issues, and analytical analysis.*
	Preferred	• *Vendor Certifications a plus: **MCSE, VMware | Nutanix, Azure | AWS&Terraform***

Experience *Typical number of years/type of experience* *Include the required number of years of overall experience as well as years of experience in a particular function (if applicable).*	Required	• *Minimum 6 to 8 years' experience with Windows and Linux Operating Systems* • *Minimum 5-year experience provisioning, operating and maintaining systems running on a hosted and public cloud provider*
	Preferred	• *Experience with infrastructure and application monitoring tools such as DataDog, vCenter, Ops Managerand New Relic* • *Experience with service management and incident response systems such as Service Now and PagerDuty*
Knowledge, Skills, and Abilities *Include specialized background and key competencies needed to perform the role.*	Required	• *Solid knowledge of administering Windows and Linux Servers.* • *Sound understanding of Active Directory/DNS* • *Experience with **PowerShell** Scripting, Terraform,**Ansible**, MS SQL Servers, VMWare **vSphere**.* • *Demonstrated practical knowledge of **Citrix, VMware and Nutanix.*** • *Demonstrated knowledge if iSCSI SAN and other storage technologies* • *Hands-on experience with **Azure Cloud technologyAnd/or AWS*** • *Strong Communication Skills (oral and written) are a must* • *Results-oriented approach to projects and tasks*
	Preferred	• *Ability to identify and enforce AWS, Azure, and GCP best practices* • *Understanding of Agile and **DevOps** is desired*