

The Global Server Operations Systems Administrator IV is responsible for installation, maintenance and support of server infrastructure to ensure the operation of global systems in order to provide performance and availability for its users, such as staff, customers and suppliers, as well as attending incidents related to the technology vertical in a timely manner. Additionally works hand in hand with Engineering departments to collaborate on the optimization of previous designs and or new platform implementations.

### **Main Responsibilities**

- Responsible for providing, planning, conducting and directing the analysis of complex business initiatives to be actioned upon.
- Provide technical support and resolve requests around the System's technology verticals.
- Acts as Level 3 escalation on site and on call support within the internal IT Server
- Operations team for high severity issues, VIP service requests, in progress projects and vendors.
- Work hand in hand with other technology teams to provide solutions to end user needs.
- Documentation and Implementation of Standard and Normal Changes, as well as support on Emergency Changes.
- Work along other teams to plan and deploy patches and or upgrades to the Virtual Desktop Infrastructure environment entire stack.
- Perform peer reviews for Method of Procedure and enforce Policies and standardization.
- Operates medium to highly complex tasks on VMWare, ESXi, VMHorizons and UCS platforms.
- Configure System settings as per global policies and standardization.
- Operate VCenter and ESXi Instances, configure and operate DNS, DHCP, Active Directory, NTP, Shared Folder Services, Proxies, Windows Operating Systems, and related technologies.
- Provides Support to Global Security Audits acting as POC from IT Server Operations
- Team within the Auditor Interviews and evidence asks.
- Collaborate with Engineering New Client Launches and new technology projects (tasks), enabling new business and features.
- Perform other project related duties as requested by management, performs hardware and software maintenance on servers devices/ cloud, virtual services.

### **Specific Qualifications**

- vCenter & ESXi Strong knowledge and practice background
- Windows Active Directory strong knowledge and practice background
- Windows Infrastructure Services: DHCP, DNS, DFS, WSUS, NTP, WSFC, Certificates.
- Common troubleshooting knowledge for multi-tiered architecture.
- Powershell Scripting and Bash Shell Scripting.
- Storage and VirtualSan knowledge and practice background.
- Cisco UCS and Dell Servers Knowledge
- Cloud Technologies knowledge (GCP, Azure, AWS) .
- Strong Linux knowledge: administration, maintenance and deployment.
- Miscellaneous Application Services; Squid, IIS, Apache, SFTP, TFTP, Postfix, etc.

### **Skills**

- B2 - English Written and verbal communication skills.
- Problem-solving and decision-making skills.
- Excellent communication and interpersonal skills
- Teamwork and Remote Work skills.
- Ability to respond to External & Internal requests
- Fast adaptation to technology changes
- Schedule Flexibility (including On Call Shift Rotation)

## **Education/Experience and Knowledge**

- Bachelor in Computer Science or Information Systems degree. (desirable)
- VCA DBT - VMWare Certified Associate (desirable)
- MCSA - Microsoft Certified Solutions Associate (desirable)
- Experience in Virtualization
- Experience in Microsoft Windows, Active Directory and entire Windows Stack.
- Infrastructure Management, Physical Servers, Physical Storage, etc.
- Knowledge in Cloud interaction in any/all of these technologies: GCP, Azure, AWS.
- Minimum of 4+ years of experience in a systems development role.

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