



PERPETUAL TECHNOLOGIES, INC.

PTI Job Posting Requisition

Requesting PTI Manager: Terri Klein

Job Title: Systems Engineer

Location: HQ

Job Description: We are seeking a Systems Engineer with strong systems administration experience to support managed and hosted Linux and Windows based solutions for customers from the company's state new data center: Managed Hosting, Virtualization, Grid Computing, Cloud Computing, Managed Applications, Security, Storage & Backup, SAN, Disaster Recovery (DR), High Availability Services, Datacenter, Physical & Virtual Servers, Connectivity, IP Networking and MPLS etc.

Selected candidate will be working as a part of a team but will take ownership of supporting selected customers' managed hosting solutions, monitoring, troubleshooting & resolving faults as they occur & within agreed SLAs. Responsibilities include; ensuring that all customer facing and internal company services are running satisfactorily, analyzing alerts highlighted in monitoring systems, handling support escalations from clients & handling any other service affecting faults that may need attention.

- Strong troubleshooting & support skills essential
- Escalates support requests (phone/ticket) according to escalation procedures
- Document all customer/case details in a case tracking system
- Assist with project scope and proposal creation for new clients
- Schedules and coordinates level-appropriate maintenance
- Troubleshoots and resolves system service issues and OS level issues
- Creates and maintains customer loyalty by serving customers above and beyond their expectations
- Interface with internal resources to bring escalated issues to resolution
- Continually expands knowledge in the areas of new developments and trends; may make recommendations to management on desirable additions and developments
- Due to the 24x7 operations of the business, must be able to work a flexible work schedule, may include nights, weekends, holidays, on-call, etc

Required Technical Skills:

- Knowledge of Windows 2000/2003
- Understanding of Windows server patch management
- Extensive experience with server virtualization, specifically VMware
- Ability to build and support servers
- Red Hat Linux knowledge is a plus
- Knowledge of Microsoft Exchange Server
- Knowledge of DNS and networking fundamentals including diagnostics with Windows/Linux tools.
- Knowledge of system services (i.e., Apache, IIS, Mail transfer agents (sendmail, postfix, qmail, Exchange, FTP, and SSH)
- Candidates with experience in the following are highly desirable: Clustering and Load Balancing, knowledge of internet application concepts and technologies, DNS, TCP/IP, CAT-5 Cabling & Patching, Switching and Routing

Ancillary Skills:

- Ability to work independently or as part of a team using skills to solve customer's technical issues in various heterogeneous environments
- Good ability to handle multiple tasks and prioritize work in order to maintain required productivity levels
- Great team player
- Ability to mentor junior staff
- Must be detailed in documenting information and practice good follow through techniques
- General problem solving abilities, coupled with a desire to take on responsibility
- Possesses good written and verbal communication skills
- Project Management experience, a plus
- Hosting and/or data center experience, a plus
- Experience with Double-take, a plus
- Experience with Scale, a plus

Notes: Associate degree or Bachelor's degree in Computer Science preferred