

Job Title: Production Systems Administrator
Department: Operations
Reports to: Operations Manager

Summary of duties and responsibilities:

The Production Systems Administrator is responsible for the quality and availability of the Production application environment. This individual will work as a member of a support team that is responsible for the entire lifecycle of the Production platform from installation through 24 x 7 availability and QoS monitoring. The Production Systems Administrator will work closely with the Infrastructure and Information Technology teams to ensure the Production environment is fully optimized and secure using industry best practices.

- Ensure all software and configuration changes to the Staging and Production environments follow company defined validation and approval procedures
- Upgrade and configure SAVVI infrastructure applications including installation verification and performance testing
- Monitor applications and hardware for error conditions with <5 minute recognition rate
- Triage events while documenting all initial findings and escalate as required to maintain SLAs and high QoS
- Support internal users requests and bug submissions
- Verify the integrity and availability of all hardware, server resources, systems and key processes
- Perform daily/weekly/monthly maintenance activities to ensure system optimization
- Proactively assess future bottlenecks and execute performance tuning activities
- Support all security and compliance initiatives
- Contribute to system standard development and documentation
- Perform maintenance and upgrades during off-hours and provide 24 X 7 on-call support as part of a rotating schedule

Required Technical Skills:

- Solid understanding of Windows server operating systems and supporting services
- Strong understanding of MS SQL
- Experienced with ColdFusion, IIS, and Apache
- Distributed JAVA applications troubleshooting
- TCP/UDP communications
- Experience with monitoring software and principals

Required Background:

- Bachelor's degree Computer Science or related field or equivalent experience
- 4+ years experience in direct support of IT Technical Infrastructure components

- Familiar with HIPAA Security Rule and/or experience with other security and compliance related regulations
- Certification preferred but not required
- Previous experience with 24 X 7 support
- Proven track record for event management and journaling techniques

Candidate Profile:

- Quick reaction time
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Desire to take ownership of a problem and see it through to resolution
- Excellent interpersonal skills
- Comfortable working in a team-oriented, collaborative environment
- Develops processes and performs activities to ensure consistent, high quality service/support levels and identifies potential problems/trends
- Aptitude to translate problem solving skills into repeatable procedures
- In-depth knowledge of applicable data privacy practices and laws
- Adaptability and desire to contribute to company growth