Cloud Systems Administrator

Summary

As Cloud Systems Administrator, you will be responsible for managing computing environments running in Amazon Web Services (AWS). You will onboard and maintain customers' public cloud systems – ensuring they are continuously monitored, updated, restorable, and secure. This position supports WorkSpaces Desktop-as-a-Service (DaaS), AppStream, as well as serverless automation solutions. Additionally, the Cloud Systems Administrator is also responsible for understanding and integrating existing infrastructure into cloud-based solutions.

This position is expected to grow over time to incorporate additional responsibilities and opportunities as our cloud infrastructure expands. Potential growth paths include DevOps Engineer or Solutions Architect roles.

The Cloud Systems Administrator position is available at SynchroNet's main office in Houston, Texas, or remotely from anywhere provided that the candidate has daily access to a quiet work area with high-speed Internet connectivity.

Responsibilities

Service Desk

- Evaluate, respond to, and resolve service issues.
- Use tools and automation to prevent problem recurrence.
- Assist customers with cloud questions, systems issues, and problem resolution.
- Document resolutions in service desk knowledgebase.

Administration & Maintenance

- Maintain automated monitoring and reporting of cloud infrastructure health, performance, and cost control.
- Respond to alerts, troubleshoot, and resolve root causes.
- Monitor backups, ensure restorability, perform system and file restores as necessary.
- Work with developers and systems engineers to maintain cloud (AWS) infrastructure.
- Drive technical innovation and efficiency in infrastructure operations via automation and orchestration.
- Manage the updating, optimization, redundancy, and stability of cloud systems.
- Participate in other projects from time-to-time.

Qualifications

Required Skills & Experience

- A minimum of 5 years of IT experience within medium to large-sized businesses.
- A minimum of 2 relevant years of experience in Cloud Administration.
- Hands-on desktop support experience with Windows 10 and Microsoft Office.
- Administration experience on Windows Server 2012 or later, including Active Directory, Group Policy, and patching using tools such as AWS System Manager, WSUS, SCCM, or others.
- Experience administering Office 365, including Exchange Online.
- Experience with EndPoint protection software for Anti-Virus / Anti-Malware.
- Understanding of web servers, SSL, DNS, HTTP and other core web technologies.
- Understanding of network fundamentals including TCP /IP networking (IPv4/IPv6).
- Experience with monitoring tools like AWS CloudWatch / DataDog / Site24x7 / New Relic.
- Experience with backup and recovery tools such as N2WS / CloudBerry / CloudEndure.
- Ability to work with third-party SaaS providers and development partners.
- Ability to participate in fast-paced DevOps and Engineering teams within Scrum agile processes.

Preferred Skills & Experience

- AWS Certification, such as AWS Certified SysOps Administrator, AWS Certified Solutions Architect. (Not required on entry, but a requirement of the position)
- Experience with Amazon WorkSpaces (Virtual Desktops) and AppStream 2.0
- Administration experience on modern Linux server (Amazon Linux / RHEL / CentOS / Ubuntu).
- Experience with Jira / Confluence in an agile environment.
- Experience with automation and orchestration technologies such as AWS CloudFormation, Terraform, Puppet, Ansible, Chef or similar tools.
- Able to troubleshoot advanced security technologies such as Single-Sign-On and Multi-factor Authentication.
- Experience with cloud optimization tools like CloudCheckr / CloudHealth.
- Ability to programmatically solve problems and automate repetitive tasks in a common scripting or programming language such as PowerShell, Python, Ruby, or BASH scripting.
- Ability to work with git-based code repositories in AWS CodeCommit / BitBucket / GitHub.
- Knowledge of authentication protocols and other methods of providing security for passwords and network communication, including VPN, Multi-Factor Authentication, ADFS, etc.
- Bachelor's degree in Information Technology, Computer Science or related field.

Traits of the Successful Candidate

- Exhibits a high level of care, especially toward customers.
- Has enthusiasm toward work in general, and cloud computing specifically.
- Used to working in a team-oriented, collaborative environment.
- Excellent verbal and written communication skills in English.
- Ability to respect commitments, prioritize tasks, and follow procedure.
- Excellent problem-solving skills.
- Ability to exercise confidentiality, good judgment, and critical thinking when working with sensitive issues
- Humble.

About SynchroNet

SynchroNet is a growing Advanced AWS Consulting Partner.

We synch people and organizations with technology… the applications they want to use, on the platforms they choose, wherever they are.

Enterprises look to SynchroNet to provide leading-edge technology solutions with a high level of care. We align people and organizations with the right technology. That means leveraging Amazon Web Services (AWS) in the areas they can most benefit. We provide the leadership, experience, collaboration, and validated processes vital to your success.

As an important part of this vibrant, growing organization, you become part of the "secret sauce."

What makes us different?

- **Focused on AWS WorkSpaces, AppStream, and Serverless Solutions**
  Have you ever heard the phrase, "Jack of all trades, master of none?" We purposefully develop and apply our expertise in delivering the very best in AWS WorkSpaces, AppStream, and Serverless solutions.
- **Business First**
  A solutions-oriented approach with the big picture always in mind. We start with the problem our customers need solved. We drive business value with technology.
- **We live and breathe customer service**
  Every member of our team is driven by delivering the highest level of care. Customers are our priority. Satisfaction is our passion.
- **Knowledge transfer and training**
  Transfer of knowledge and thorough training is a part of every one of our projects, ensuring teams are successful and confidently in control.
- **Proven project methodology**
  Delivering solutions consistently with validated, reliable, best-in-class processes.