



INGENTA (UK) LTD
JOB DESCRIPTION

JOB TITLE: Senior DevOps/SRE Engineer

JOB REF: ING321

COST CENTRE: 99-451

DIVISION/DEPARTMENT: Technology Infrastructure

REPORTING TO: Global Hosting and Infrastructure Delivery Manager

JOB TYPE: Full-time/Permanent or Full-time/Contractor

LOCATION: Remote US

PURPOSE OF JOB

A Senior DevOps/SRE Engineer/System Administrator is required by a leading provider of Publishing Solutions. Working remotely, you will be responsible for providing day to day support to Ingenta's IT Infrastructure including its customer hosting platform. This is a role within the Professional Services division.

The successful candidate will be required to learn Ingenta's IT environment and become a productive member of the team, supporting hosted customer solutions in addition to servers, storage, networking and firewall administration.

The successful applicant should have at least 7 years of suitable experience, be dynamic and enthusiastic with the ability to support and coach more junior members of the team.

KEY RESPONSIBILITIES

- Administering Ingenta's hybrid hosting environments.
- Monitoring and supporting of Ingenta's infrastructure.
- Working as part of a multi-disciplined team in a senior capacity.
- Troubleshooting problems in response to tickets raised in the IT Helpdesk
- Participate in the 24*7 on-call support rota

MAIN/CORE TASKS

- Day to day administration of the servers, databases, and network equipment that form the Ingenta hosting infrastructure
- Troubleshooting technical issues
- Support the Global Hosting and Infrastructure Delivery Manager in exploring new technologies, for example AWS services etc
- Assist in the coaching and development of more junior members of the team
- Ensure supporting technologies such as monitoring and alerting, backups, IAC etc are robust, comprehensive, and up-to-date
- Produce and maintain documentation

KEY TECHNICAL SKILLS SUMMARY

- Have an advanced level understanding of Linux operating systems and their administration
- Have a senior level understanding of storage and data centre technologies and emerging trends in cloud computing and storage.
- Have knowledge of key technologies such as Firewalls (Checkpoint), AWS, along with knowledge of database technologies (Oracle, Postgres, MySQL) server hardware (Dell) and virtualization (Xen/HyperV/KVM), SAN file stores (3PAR, Dell Powervault).
- Be experienced in configuring and managing network switches (Dell/HP), and demonstrate competence in networking technologies in general, (E.G. Firewalls, IPSec VPNs, routing and switching, data centre connectivity...)
- Have experience of Alerts & Monitoring as it relates to Hosting & Infrastructure. Have used at least one of Nagios, PRTG, Sensu, Pagerduty.
- Have strong scripting skills in Bash and at least one of Python, JSON, node.js.

SPECIAL TASKS

FLEXIBILITY STATEMENT

The fast-moving nature of the company's business also means that you may, from time to time, be asked to perform roles outside your original job description and to travel as required, including (where necessary) overnight stays. This allows the company to utilise its people in the best possible way at all times and to help employees make their contribution to a changing environment.

INTERNAL RELATIONSHIPS

EXTERNAL CONTACTS

Interested applicants should send their CV/resume to recruitment@ingenta.com quoting the above job reference.