

## MIT Job Description

<b>Job Title: Network &amp; System Admin 2</b>	<b>Position Title: Systems Engineer</b>
<b>Reports to: Associate Director of Infrastructure, Operations</b>	<b>% Effort or Wkly Hrs: 100%</b>
<b>Department: Sloan Technology Services</b>	

### **Position Overview:**

The STS Systems Engineer is member of Sloan Technology Services' Infrastructure, Operations and Security (IOS) team. The IOS team is responsible for the design, architecture, set up, maintenance, security and performance of all of Sloan's servers and storage. The STS Systems Engineer will have a solid working knowledge of Windows server and desktop operating systems, Linux server operating systems, VMware ESXi and VMware View. Additionally, this person will need to have knowledge of SAN and NAS storage systems and understand the fundamentals of TCP/IP networking.

This position monitors, maintains and continuously improves the network infrastructure. The role works both independently and collaboratively in order to make critical technical decisions when setting up, configuring and troubleshooting systems. These decisions impact all of the Sloan School of Management including faculty, staff, students, alumni and classrooms.

### **Principal Duties and Responsibilities (Essential Functions):**

- Provide system administration and maintain Sloan's server infrastructure (80%)
  - Maintain security, reliability, and inter-operability of all systems
  - Monitor and optimize performance of all systems in order to provide the best customer experience for end users of the systems
  - Identifies and troubleshoot networks, systems, applications and storage infrastructure and remediate operational issues
  - Implement and maintain plans for business continuity and disaster recovery
- Provide administration and maintain Sloan's physical (computer and storage) infrastructure (10%)
- Assist with architecture and contribute to the design and set up of Sloan's backend application, compute and storage infrastructure (5%)
- Other duties as assigned (5%)

### **Supervision Received:**

This position will report to the Associate Director of Infrastructure and Operations.

### **Supervision Exercised:**

None

## Qualifications, Skills:

### Required:

Bachelor's degree in a technical discipline

Minimum 3 years experience in systems programming and administration

Strong working knowledge of: VMware ESXi v6.x; Windows Server 2012/2016/2019 and/or Redhat Linux 6.x/7.x/8.x

Strong working knowledge of Windows desktop systems

Solid understanding of network architectures, virtual private networks and data encryption

### Preferred:

Bachelor's in Computer Science or Computer Information Systems

- Demonstrated ability to learn new technologies quickly is essential
- Ability to work independently with a strong attention to detail
- Good written and oral communication skills is essential
- Proven analytical and problem solving skills is essential
- Experience in working in a team-oriented and collaborative environment is essential
- Hands-on hardware and software troubleshooting experience is essential
- Strong working knowledge setup, clustering, mirroring and backup of MS/MySQL; VMware Horizon View; Active Directory
- Experience with Microsoft System Center Operations Manager, Nagios, OSSEC or similar system monitoring tools
- Experience with Microsoft System Center Configuration Manager, Ansible or similar configuration management tools
- Experience with IBM TSM backup technology; SAN storage; F5 LTM
- Must participate in weekend/holiday call rotation
- Must be able to lift up to 50 pounds and work in tight spaces

## Competencies:

- **Contribute** – The desired candidate can demonstrate an ability to manage ambiguity and change, quickly learn new technologies, and be outcome and result oriented.
- **Collaborate** – The desired candidate has experience working in a team-oriented environment and has good written and communication skills.
- **Engage** – The desired candidate shows care and respect towards all individuals, the school and their work. Additionally, the desired candidate shows an ability to think critically and creatively when solving problems.