



Position Description

System Administrator and Technical Support Representative

POSITION TITLE

System Administrator and Technical Support Representative

SUMMARY

Summersault, LLC is a small website development firm based in Richmond, Indiana, and we provide web hosting and co-location services for our clients. We seek to hire a qualified system administrator and technical support representative to manage and secure our hosting infrastructure, resolve technical support requests from clients, while incorporating a passion for Summersault's particular mission and vision.

TYPE

Part-time, with possibilities for full-time

SALARY / WAGES

Compensation in the form of hourly wages to be determined based on an applicant's qualifications and experience.

DUTIES

- Respond to and resolve **technical support requests** from clients via e-mail and phone, including the setup and configuration of web hosting accounts.
- Perform management of FreeBSD and Linux **server infrastructure**, including backups, security audits, networking configuration, software configuration and upgrades, and expansion and replacement work.
- Respond to and resolve **hosting infrastructure problems** detected by our internal monitoring systems, possibly including those occurring outside of normal business hours.
- Perform **light maintenance** and management of Linux, Windows, and Mac desktop systems and other office appliances such as printers and network equipment.
- Contribute to **high-level discussions** about keeping the hosting infrastructure running smoothly.

GENERAL QUALIFICATIONS

- Ability to demonstrate a genuine appreciation of and commitment to Summersault's mission and vision, as stated here: <http://www.summersault.com/about/mission.html>
- Residence in Richmond, Indiana, or, less preferably, residence within a 25-minute driving radius and a willingness to commute on a regular basis.
- Ability and willingness to think about, create, design, and implement solutions as a part of a team, while remaining self-directed and retaining an individual approach to work goals.
- Excellent task management skills that will allow the applicant to handle multiple projects that vary in scope and size.
- Strong interpersonal and communication skills (written and verbal) that yield highly effective interaction with other Summersault staff and with hosting clients, and that contribute positively to our company culture.

- A total commitment to end-user-focused support procedures, especially the ability to patiently convey complex technical concepts in a way that non-technical persons can appreciate and understand
- Strong references from previous employers, educational institutions and other relevant organizations and individuals

ADDITIONAL QUALIFICATIONS

Applicants must have the following technical qualifications:

- At least two years of experience managing Unix-based servers (preferably FreeBSD), TCP/IP networks, and related technologies. Active participation in a certified degree program focused on system administration skills is also acceptable.
- A strong familiarity with these concepts: client/server architecture of the Web, the routing and management of e-mail accounts, open source software, the configuration and management of Unix servers, effective system administration problem-solving strategies.
- Proficiency with standard system administration and hosting tools such as web hosting software (Apache, qmail/vpopmail, cPanel, mailman, FTP), performance monitoring software (nagios, snmp, MRTG), database systems (PostgreSQL, MySQL), security and encryption technologies (firewalls, gnupg, snort), backup management software (Amanda), network debugging tools (tcpdump, ntop, navigating log files) and support ticket management tools (Request Tracker).
- General understanding of and appreciation for the technologies and culture of the Internet

Additional qualifications that would improve an applicant's standing include:

- Experience with system administration and technical support in a web hosting environment
- Experience with past projects that involve designing and implementing hardware and software infrastructure for high-traffic, nationally visible websites.
- A strong commitment to involvement in local community

Note that we put a strong focus on an applicant's drive to learn and adapt to the demands of the position, and so a demonstrated ability to succeed in that capacity may balance out any artificial lack of qualifications or experience.

APPLICATION

Potential candidates should review the information posted at

<http://www.summersault.com/about/careers.html>

Submit cover letter, resume, references, writing samples, and other relevant information by e-mail or by postal mail.