



Job Description – Senior Systems Engineer

Department:	TIBUS	Location:	Belfast
Completed By:	Andrew Maybin	Created:	18/09/2023

Key Interfaces:	<ul style="list-style-type: none">• Head of Orchestration• Managing Director• Customer Success Manager• Commercial Manager• Head of Technology
Purpose of Job:	<ul style="list-style-type: none">• Reporting to the Head of Orchestration, you will have responsibility for supporting Tibus' diverse server estate and optimising its management.• Technically designing systems and platforms for clients, in conjunction with commercial staff• Creating application interfaces and integrations• Building servers, make technical changes and generally assist with technical work packages for Tibus customers.• You will respond to 2nd and 3rd support requests and troubleshooting needs in a timely manner
Main Duties:	<ul style="list-style-type: none">• Design, build and maintain new core infrastructure and maintaining and integrating existing infrastructure as required.• Technically diagnosing server and performance related issues• Create sustainable systems and services through patching, automation, and upgrades• Document every action so your findings turn into repeatable actions and then into automation.• Analysing systems, platforms and servers in order to optimise, harmonise and maximise performance• Attending client meetings with commercial staff as technical pre-sales and engineering voice• Supporting 1st line support team on a 2nd or 3rd line basis for complex technical issues within the server estate• Assist with work in Tibus Data Centres in Dublin, Belfast and London as required

Personnel Specification – Senior Systems Engineer

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Education:	<ul style="list-style-type: none"> • 3rd level education attainment preferred, but not essential
Experience:	<ul style="list-style-type: none"> • Minimum of 5 years recent, relevant experience in a DevOps, Sys Admin, Server management or IT related role
Knowledge:	<ul style="list-style-type: none"> • Experience installing and managing hardware in a datacentre environment. • Experience with virtualised technologies such as VMWare, HyperV, oVirt and OpenStack. • Hands-on experience supporting Linux operating systems such as Ubuntu or CentOS. • Hands-on experience supporting Windows Server infrastructure. • Experience with managing web server technologies including Nginx, Apache and IIS. • Knowledge of configuration management tools such as Ansible or similar. • Developing automation workflows and integrations for repetitive or manual tasks. • Automated scripting experience with technologies such as Bash, Python, Postman etc. • Knowledge of monitoring tools such as Nagios and Zabbix. • Knowledge of database systems such as MySQL, Percona, MariaDB • Proficient English language skills. • Knowledge of container-based virtualisation technologies such as Docker.
Skills:	<ul style="list-style-type: none"> • Time management • Ability to learn on the job • Self-starting, proactive, motivated • Work on own initiative • Good with people, patient • Ability to explain complex ideas to non-technical people • Excellent communication • Have an ‘automation first’ attitude • Adaptable • Work with firm information security principles
Aptitudes:	<ul style="list-style-type: none"> • Able to work under pressure and to meet tight deadlines • Happy to work from home for periods • Able to manage multiple tasks simultaneously • Team player with ability to build strong relationships • Be comfortable taking personal responsibility for tasks

	<ul style="list-style-type: none">• Content to work in a busy, small team
Other Factors:	<ul style="list-style-type: none">• This role is based in Belfast but we work from home (WFH) extensively and work flexibly – often going straight from home to data centres or customer sites.• Out-of-hours work is required occasionally for migrations, project go-lives and other major customer work.• We value positive attitude, understanding of excellent customer service and the ability to learn above all else.