



# DevOps/Network Administrator Job Description

Job Title	DevOps/Network Administrator
Work Site	Sofvie HQ (68 Mumford Road)
Reports to	Service & Quality Manager

## Job Purpose

The Network Administrator is responsible for deploying, configuring, maintaining and monitoring all active network equipment in order to ensure smooth network operation

## Duties and Responsibilities

- Fully support, configure, maintain and upgrade corporate networks and in house servers
- Install and integrate new server hardware and applications
- Perform updates, plan, communicate and execute said updates
- Support and administer third-party applications
- Ensure network security and connectivity
- Monitor network performance (availability, utilization, throughput, good put, and latency) and test for weaknesses
- Set up user accounts, permissions and passwords
- Resolve problems reported by end user
- Define network policies and procedures
- Specify system requirements and design solutions
- Research and make recommendations on server system administration
- Support tablets and mobile devices with roll outs, training and operations
- Test system integrity, implemented designs, application developments and other processes related to infrastructure, making improvements as needed
- Build and maintain tools, solutions and microservices associated with deployment and operations platform, ensuring to define standards, provide efficiencies, and reduce errors
- Actively troubleshoot any issues that arise throughout CI/CD pipeline, catching and solving issues before launch
- Automate operational processes as needed, with accuracy and in compliance with security and best practices
- Specify, document, and develop automation scripts
- Work with CI and CD tools and source control management systems
- Package software for standard deployments and shipments
- Offer technical support where required, develop software for back-end systems

- Manage and deploy product updates to systems
- Update and define processes and processes as required
- Establish milestones for necessary contributions from departments and develop processes to facilitate their collaboration
- Assist other departments to support implementation of initiatives
- Work closely with other departments within the company to maintain hardware and software needed for projects to be completed efficiently
- Remain current with industry trends and source new ways for business and process improvement
- Troubleshooting existing information systems for errors and resolving those error
- Install and configure solutions, implement reusable components, translate technical requirements, assist with all stages of test data, develop interface stubs and simulators and perform script maintenance and updates

### Ongoing

- Continuously monitor remote usage – teach people how to properly log off, ensure users are logged out.
- Daily backups/checks to ensure the proper function, reliability and recoverability of data.
- Regular server maintenance/reboots to ensure running smoothly weekly.
- Daily server health analysis
- Execute scheduled server replications, to ensure we have a second running server to switch to in the event of an issue with our main server data.
- Daily user management, access granting and monitoring
- Daily ongoing – Helpdesk system management: managing incoming user requests, responding in a prompt manner to resolve any technical issues, closing out tickets and monitoring ticket closing times
- Weekly update checks for server, phone system and performing updates as required on off-peak hours (Sunday evenings – with notice sent to employees)
- Asset Management (deploying, tracking, retrieving, etc.)
- Regular equipment audits to ensure that proper inventory is maintained, ensuring all hardware on hand is in good, functional state
- Managing of software licenses, tracking which user has which software, quarterly checks to ensure that only using/paying for relevant software and that our current software meets our needs
- Security system access codes for building including regular checks to ensure that users are current
- FOB access to building – follow procedure for issuing a FOB, ensuring proper securities access (upstairs/downstairs), collection of tokens from departed employees
- VOIP system audit for used ports, phones, extensions
- Monitoring spam server, overall network security including potential encryption system for network
- Weekly on-call management – switching on call member.
- Develop new strategies and IT procedures to increase efficiency and enhance workflow
- Assist with the installation of new hardware and software, and help train employees on its use

- Offer suggestions for possible upgrades and changes within the IT department
- Promote and improve the IT policy including acceptable use, BYOD, cell use etc.

## Qualifications

### Education

- Post-secondary education in Computer Science or related field
- Trade Certifications an asset

### Experience

Proven experience in a network administrator role

Hands on experience in networking, routing and switching

Excellent knowledge of best practices around management, control, and monitoring of server infrastructure

Experience with firewalls, Internet VPN's remote implementation, troubleshooting, and problem resolution is desired

Experience administering and working with operating systems, client/server computing, and IT infrastructure; preferably linux/unix based infrastructures

Experience with relational database management systems (such as MySQL, Maria DB, SQLite, SQL Server, Oracle, PostgreSQL) and NoSQL databases (such as MongoDB, CouchDB, Redis, RethinkDB, RavenDB, DynamoDB)

Experience with continuous integration and continuous delivery tools (such as Bamboo, Jenkins, Travis CI, TeamCity)

Experience working with containerized packages, workloads and services (such as Docker, CoreOS rkt, Mesos, Kubernetes)

Experience with networking and hosting (virtual machines, cloud hosting, load balancing, LANs, WANs)

Experience with project management and workflow tools such as Agile, Jira, WorkFront, Scrum/Kanban/ etc.

Two or more years of experience in a DevOps Engineer or similar role is an asset

### Knowledge and Skills

- Ability to set up and configure server hardware
- Familiarity with backup and recovery software and methodologies
- Knowledge of scripting languages (such as Bash, Go, Python, Perl, PHP, Ruby, Groovy, Scala, Java, JavaScript)
- Knowledge of open source technologies
- Strong communication skills including oral and written
- Strong organizational, time and project management skills, with the capability to prioritize and multitask as required
- Strong problem solving skills
- Collaborative teamwork skills

## Working Conditions

While performing the responsibilities of the Network Administrator, the employee will be required to work regular business hours in an office workspace.

The physical demands of this position include lifting a minimum of 50 lbs.

The mental demands of this position include multi-tasking, time and priority management, and working under pressure to meet time sensitive deadlines.

*Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions of the DevOps/Network Administrator position.*

### Direct Reports

- None

Approved by:

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Name

Signature

Date

Last revised by:

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Name

Signature

Date