



Job Title: IT Engineer (SaaS IT Operations)

Job Description:

Responsible for the installation, configuration, maintenance and monitoring of SaaS IT environments hosted in-house as well as at Service Provider locations. This is a job with 24/7 responsibilities and hence the candidate should be willing to work in day or Night Shifts on rotation basis.

Technical Skills:

- One or two year experience in configuration, monitoring, troubleshooting and support of web applications primarily in a Linux/UNIX environment
- Monitoring of applications and IT systems
- Production Support , analysis of logs usage patterns and proactive troubleshooting.
- First and Second Line IT Support for Hosted Linux based SaaS environments.
- Coordination with Hosting Service Providers for Incidents
- Operating System installations on Server class hardware
 - o Configuring advanced features like HBA cards, iSCSI, TCP Offload etc.
- Installing and configuring
 - o Webservers: Apache and IIS
 - o Database: MySQL (basic installation and configuration, not DBA)
- Basic networking
 - o Understanding of LAN, WAN, Internet and Hosting
- Familiarity with Web technologies and trends

Prior Experience:

2 Years in a Corporate IT department handling Servers (Linux/Unix) and Web servers in production environments.

Certifications:

- Redhat Certified Engineer (Must)
- CCNA (Desirable)

Soft Skills:

- Good spoken and written communication skills

Job Responsibilities:

- Installation, configuration, maintenance and monitoring of SaaS It environments.
- First and Second line of Support for IT Operations of SaaS IT systems.
- Coordination with Cordys IT and Service Providers
- Documentation of the Setup and Operations

KRA's:

- Uptime and Availability
- Performance Monitoring and Proactive Alerting

Send an email together with a detailed CV to recruiter-india@cordys.com