Opus Interactive

Applicant: Daniel Peterson*

Tier II / Tier III Systems Administrator (Hillsboro Location)
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I. Introduction

Please let me start by thanking you for taking the time to schedule an interview with me. I recently relocated to the Portland, Oregon area from San Jose, California. After being in the Bay Area for nine years, and with my previous company changing ownership, I decided to explore the Pacific NorthWest by RV for a place to relocate. I liked Portland the most so I moved here in March this year.

II. Study Goals 2017

The following is a list of personal study goals I hope to accomplish this year.

1. RHCE Red Hat Certified Engineer Self Study: Complete by 2017 year end.

2. RHCSA Red Hat Certified Systems Administrator Self Study: Complete by October 2017.

3. Python programming: Finish a personal project every month using new approaches.

4. Technician license: Amateur radio by July 2017.

III. Community Involvement

I enjoy being involved in technology related events and activities to keep up on my career and social network. The following is a list of a few recent events I am going to or attempting to get involved with.

- Python course from The Tech Academy . . . . April 2017
- BsidesPDX social media volunteer . . . . April 2017
- DevOpsDays Portland volunteer signups . . . . March 2017
- Black Lodge Research - Seattle meetup . . . . October 2016
- Defcon 24 Las Vegas . . . . August 2016

IV. LinkedIn

Please feel free to add me on LinkedIn:
https://www.linkedin.com/in/danielpetersonsjsu/

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*Thanks again for your time.

Tier II / Tier III Systems Administrator (Hillsboro Location)

Opus Interactive is seeking a talented and highly motivated Systems Administrator who possess both a solid technical knowledge of hosting environments and excellent communication skills. The company prides itself on delivering a high quality customized service from state-of-the-art facilities, relying on strong partnerships and a highly skilled team of dedicated professionals.

Chosen candidate will act as a primary responder to address Windows Server, Linux/BSD server, web and mail server and network systems support requests and various alerts and notifications coming into our NOC from our clients and from our monitoring systems. Our techs support client systems as well as internal infrastructure systems and internal Corporate IT systems.

You will take phone calls and handle emailed support requests and assigned tickets. All work will be performed from our headquarters in Hillsboro. The job may also include some on-site work and mild travel. On-call shifts will be required.

Your support and administration tasks will include the direct support and maintenance of the following:

- Client and internal systems, servers and networks — both hardware and software
- Client Corporate IT Systems (Exchange, Terminal Services, Active Directory, Kaspersky, Duo 2FA, Pleasant Password Server, Pleasant Password Server, Splunk, Jira, etc.)
- Hosted Exchange and other mail systems — POP3, IMAP, SMTP, Anti-Spam, Anti-Virus and Webmail
- Shared web hosting — Web, FTP, DNS, domain and SSL certificate registration and renewal
- Windows server, desktop and applications support
- Linux/BSD server and applications support
- Network, hardware, security and datacenter systems
- Internal and Customer Corporate IT — Desktops, servers, applications, wired and wireless networks, printers, phone systems and mobile phones

Job Requirements:

- 5+ years of experience in IT – performing systems and network support, troubleshooting, and problem solving
- Microsoft Windows server and desktop operating systems, applications such as Exchange Server, MSSQL Server, IIS Server and Terminal Services, Office Products and other Microsoft applications
- General Internet related technologies including web, mail and FTP
- LAN and WAN technologies – firewalls, switches, routers, fiber circuits, patching, connectivity, VPN's, DHCP, TCP/IP, DNS, etc
- Linux/BSD operating systems and applications — primarily CentOS and similar operating systems and applications such as Apache, MySQL, PHP, Mail servers, Bind and other open source software packages
- Other Technologies: VMware vSphere, OpenVZ, SAN Storage, HP Blade and Rack servers, Backup systems, Monitoring systems, HP and Cisco networking
- Shared web hosting and related systems, control panels
- Dedicated and virtual server technologies

- Hardware configuration and troubleshooting — servers, desktops and network equipment
- Managed Services experience and Service Provider experience
- Experience working in a Datacenter environment
- Must be detail oriented
- Strong communication and people skills — on the phone, via email and face-to-face
- Excellent troubleshooting skills
- Ability to work well as part of a team and interact well with individuals at all levels of the organization
- Ability to prioritize conflicting demands to prioritize, address, and resolve support issues
- A self-motivated, driven and thorough problem solver
- Able to follow procedures with the ability to understand the steps and improve them or create new procedures
- Able to switch gears and support many diverse business environments and clients
- Able to manage multiple projects and tasks at the same time

Education/Experience:
- Minimum five years working in IT
- Managed Services and Service Provider Experience (preferred)
- Associates Degree or Bachelors Degree (required)

Pluses:
- Windows, Linux/BSD, Virtualization certifications
- Experience working with web based code and applications and a familiarity with development processes from a support perspective
- Experience with VMware virtualization and virtualization in general
- Storage experience — SAN, iSCSI, NFS
- Scripting experience — shell, Perl, Python, Powershell