



JOB TITLE: Cloud Infrastructure Administrator

DEPARTMENT: Managed Services – Service Delivery

REPORTS TO: Service Delivery Manager

FLSA: Exempt, Full-time

LOCATION: Southfield, MI

TRAVEL: Up to 25%

POSITION SUMMARY

CloudSAFE is looking for a Cloud Systems Engineer who will provide expertise on the underlying infrastructure architecture, as well as design, implement, and maintain a variety of hosted solutions for customers. Working with the Service Delivery Manager, other engineers, help desk personnel and business partners, this individual will support and maintain internal systems based on specific project needs and provide secure solutions in a highly available and scalable environment. The ability to work at the enterprise level across multiple technical domains is critical to the success of this role.

ROLE RESPONSIBILITIES

- Support and maintain enterprise level solutions utilizing technologies including but not limited to Citrix, VMware vSphere, VMware Horizon, Microsoft Hyper-V, Microsoft Server, Microsoft SQL Server, etc.
- Provide technical evaluation and consulting support for enterprise projects.
- Participate in an on-call rotation.
- Perform scheduled service-affecting after-hours work during maintenance windows.
- Stay up-to-date on emerging cloud and infrastructure technologies.
- Secure and maintain robust and scalable systems conforming to security best practice and company security policies.
- Participate in daily/monthly/quarterly security and compliance related tasks.
- Analyze system requirements by interacting with IT and business stakeholders.
- Develop and maintain effective working relations with customers, vendors and stakeholders.
- Assist in the development and documentation of operational best practices and standards.
- Participate in the administration of CloudSAFE's cloud infrastructure, including the resolution of escalated issues.
- Perform all other job-related duties as requested.



KNOWLEDGE, SKILLS AND ABILITIES

- Strong technical and interpersonal skills.
- Strong documentation skills are required as well as the ability to make presentations to a technical audience.
- Excellent listening skills.
- Strong verbal and written communication skills.
- Must be self-motivated with a proven track record in infrastructure and application technologies and comfortable in the dynamic atmosphere of a technical organization with a rapidly expanding customer base.
- Must be organized, analytical, adept at working in a team environment, able to design and implement a project schedule, and able to handle multiple priorities.

REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Computer Science or a related field; or an equivalent combination of education, training and experience.
- Experience with configuration, implementation, and support of complex VMware multi-site/multi-domain infrastructures.
- Experience working in a security and compliance centric environment that adheres to generally accepted security frameworks, i.e. HIPAA, SOC2.
- 4+ years' experience is required in each of the following technologies:
 - VMware vSphere
 - Basic Networking Principals and Troubleshooting
 - Microsoft Server and Active Directory Domains
 - Desktop/End User Support and Escalation
 - Physical and Virtual Server Implementation and Hardening
 - Enterprise Storage Solutions
 - Enterprise Backup Solutions
 - RMM Tools (Kaseya, ConnectWise Automate, ConnectWise Manage, ServiceNow, IT Glue, SolarWinds Orion, Whatsup Gold, etc.)
- 2+ years' experience is required in five or more of the following technologies:
 - Firewall Management
 - Microsoft Exchange/O365 Administration
 - Software Defined Networking
 - VDI Solutions
 - Linux based Centralized Management Systems (Puppet, Chef, Ansible, etc.)
 - Advanced Networking including: VXLAN, VMWare NSX, VRF, eBGP Protocols
 - Powershell Scripting and Automation



PREFERRED EDUCATION AND EXPERIENCE

- Technical Certifications:
 - CCNA or above
 - VCP or above
 - MCSA or above