



TECH HUB

## Tech Hub Lead Expert — Enterprise

Based in Cupertino, CA

Full-time position

Reports to Manager, Tech Support

### Position Summary

Provide critical enterprise technical support to customers. Must be a people person who can relate to the customer in friendly welcoming fashion. In-depth understanding of all aspects of database, virtualization and server technologies. A Bachelor's degree preferred, and 5-years experience in Oracle DB, SQL, NoSQL environments as well as OS X Server, \*Nix, VMware and multiple server platforms is required. Responsible for planning, recommending, configuring, installing, monitoring, maintaining and upgrading servers. Manage escalation of difficult technical and server issues. Participate in interviewing and training of new Tech Hub Enterprise Experts. Mentor other Tech Hub Enterprise Experts. Work independently and use discretion when making decisions. Be a creative, analytical thinker who demonstrates good judgment and leads by example. Demonstrate keen eye for managing details and bring a strong customer service orientation. Assist Technical Support Manager with day-to-day operations.

### Main Job Responsibilities

- Maintain and support client's server and virtual environment (business and after-hours support).
- Manage capacity planning disaster recovery (DR) and performance analysis. Maintain data backup and recovery infrastructure.
- Maintain and troubleshoot data center hardware and software, and network issues.
- Assist Tech Hub Experts with providing superb desktop OS X/iOS/watchOS support in a corporate environment.
- Manage enterprise servers for clients (Linux, preferably RHEL or Oracle) including configuration, setup, maintenance, monitoring, backup and troubleshooting of servers (traditional servers as well as virtualization of servers).
- Support clients with LDAP/AD authentication in a server environment.
- Support VMware ESX, NGinx, MySQL, PostgreSQL, plus Oracle & Red Hat Linux distributions.
- Provide data security audits, back-up systems, disaster recovery plans (DRP), file sharing, and mobile device management.
- Provide support of SAN & NAS topologies and related solutions.
- Serve as escalation point for difficult technical issues.
- Respond to telephone calls, e-mail, and requests for technical support; pager rotation for after hours support.
- Log job tickets, consistently update ticket tracking system with status and fixes, and monitor problems to ensure a timely resolution; assist other Tech Hub Experts with their tickets.
- Interview candidates; assist with on-boarding process and training.
- Mentor team and set example.

- Seek out and test potential server hardware/software solutions that can benefit the client.
- Aggressively negotiate with vendors for best terms/price that benefits the client.
- Continuously maintain and acquire new skills to remain technically competent with ever-changing technology requirements.
- Provide input to Tech Director regarding company server and data standards.
- Partner with client's IT organization to extend their reach and implement Corporate IT policies.
- Follow NDAs to the letter and keep all work-related items strictly confidential.

## **Requirements**

- College degree preferred; 5+ years in a sys admin role (Linux and OS X).
- Apple-certified Mac Technician (ACMT) required.
- Exceptional customer service and communication skills.
- 3-years experience virtualizing OS X servers in VMware ESX environment.
- Experience administering and maintaining Linux /OS X/Windows Server environments.
- Detailed knowledge of Linux server technologies (RHEL & Oracle preferred) should include SMB, Apache, Tomcat, PHP, DHCP, NAT, MySQL, Oracle DB, firewall and general network security.
- Strong BASH / Shell scripting skills for automation of tasks.
- Experience with LDAP/AD authentication in a server environment.
- Highly advanced skills with desktop support (hardware & software) for OS X/iOS/watchOS and related hardware devices and server operating system.
- Experience with data security audits, back-up systems, disaster recovery plans (DRP), file sharing, and mobile device management.
- Expert knowledge in all aspects of OS X Server 10.6 and subsequent versions.
- Expert knowledge in all aspects of iOS 7 and subsequent versions.
- Expert knowledge in all aspects of watchOS and subsequent versions.
- Red Hat Enterprise Linux (RHEL) certification a plus.
- Adapt tech support approach and style to a wide range of customer types (non-technical to technical; professionals to executives).
- Strong project management and leadership skills.
- Strong presentation skills; ability to present clear, concise plans to clients.
- Excellent time management skills and can make decisions accurately and quickly.
- An aptitude for acquiring skills in technical repairs and an eagerness to learn.
- Self-starter and ability to work with minimal supervision.
- Have a passion for all things Apple.

**Send resume to [jobs@techhub.net](mailto:jobs@techhub.net)**