

Position title:	Linux Systems Engineer			
Location:	520 Great South Road Greenlane, Auckland			
Reports to (role):	SAS ^{IT} Head of Managed Services			
Main purpose:	<p>This role is responsible for the management of our internal and customer LINUX systems. You will be expected to deploy, implement, and maintain key infrastructure hardware, proactively monitor/troubleshoot system failures, and modify scripts.</p> <p>The key focus is availability and all that entails such as clear documentation and processes optimally managed (aligned with “Best Practice”) and supported in line with business requirements so that all delivery and operations requirements are exceed Service Level Agreements and associated Key Performance Indicators.</p> <p>You will provide active commitment and support to initiatives and clients to ensure deliveries are seamless and best of breed solutions.</p> <p>In doing so, you will ensure that customers’ expectations (both internal and external) will be consistently met and ultimately exceeded.</p>			
Dimensions:	Employees managed:	Direct Reports : 0 Indirect Reports: 0		
	Budget:	N/A		
	Financial DA: (OPEX and CAPEX)	Delegated Authority	Monthly Limit	Maximum Value
		Supplier Contracts and contract variations	\$0	\$0
			Authority Limit	Non Budgeted
		Purchase Orders	\$0	\$0
		Credit Notes	TBA	
Key accountabilities:	OUTCOME	KEY TASKS		
	System Management	<ul style="list-style-type: none"> • Installation and maintenance of environments, including hardware and software upgrades • Provide support to customers and operations in order to analyse and solve incidents and problems as rapidly and effectively as possible • All incidents logged as Service Desk calls via SAS^{IT} Service Desk system. Regular updates provided during resolution of Service Desk calls • Exceptional telephone and email support provided to remote users in order to ensure rapid resolution of incidents, problems and requests • Administer, monitor, and support infrastructure components (software and hardware) for which responsibility has been assigned • Author / peer review system documentation such as environment diagrams, installation/configuration documents, change controls and release notes • Troubleshoot and debug environment and infrastructure found in both production and non-production environments • Assist in managing all services delivered to the SAS^{IT} Data Centre environments 		

		<ul style="list-style-type: none"> Automate systems, monitoring tasks, using approved monitoring tools for all supported environments Stay current with system information, changes and updates. Stay current with technology Server Hardware provisioning including configuration and deployment Manage and control the continuous release promotion cycle (both manual and automated) for production environments Manage version, firmware and patch updates for production environments
	Customer retention and satisfaction	<ul style="list-style-type: none"> Develop appropriate relationships with customers (internal and external) to ensure that they have confidence in SAS^{IT}'s ability to deliver, and to ensure that matters of escalation are dealt with quickly and effectively Ensure strict adherence to defined and agreed policies, processes and procedures
	Service/Capability Development	<ul style="list-style-type: none"> Identify ways of improving delivery and operational efficiency and effectiveness
	Project Work	<ul style="list-style-type: none"> Lead or assist in project deployment Provide input and participate in project documentation. Perform after hours work where required
	Financial Performance	<ul style="list-style-type: none"> Contribute to the overall financial performance of SAS^{IT} by ensuring effective and efficient delivery of services for which you are responsible
	Leadership Provided	<ul style="list-style-type: none"> Act as a role model in the demonstration of SAS^{IT} values. Focus attention on key issues to signal their importance and get things done Foster an environment that encourages open communication. Set and communicate high standards of performance and behaviour Provide coaching and mentoring to System Administrators in a proactive productive manner
	Other	<ul style="list-style-type: none"> Testing new technologies as requested Liaising with vendors as requested/needed for service matters. Provide on call support after hours Other duties and tasks as directed by leadership
Business Compliance		<ul style="list-style-type: none"> Ensure a sound understanding of, demonstrate commitment to, and comply with all legislation and SAS^{IT} policy relevant to the role and all activities undertaken in that role
Health and Safety		<ul style="list-style-type: none"> Undertake all work in a safe manner and follow all company and workplace health and safety procedures. Identify new hazards and advise manager within 24 hours of identification. Report incidents and accidents to manager as soon as possible.
Key relationships (internal and/or external):		<ul style="list-style-type: none"> Customers Vendors Sales Other Business Units within SAS^{IT} <p>This role may deliver capability and services to all SAS^{IT} customers (existing, new and potential). Fulfilment of this role requires the building of respect and confidence of ALL customers (both internal and/or external).</p> <p>Establish good working relationships with colleagues and customers.</p>

Key competencies:	<p>Experience/Qualifications</p> <ul style="list-style-type: none"> • Is a mature and seasoned service professional with at least 5 years hands on industry experience • Must be a proven team player <p>Essential Technical Skills</p> <ul style="list-style-type: none"> ❖ Redhat EL ❖ Redhat Satellite Server ❖ Red Hat IPA server ❖ Docker ❖ ODA ❖ Load Balancers / NGINX ❖ Scripting - ANSIBLE / Terraform / CI / CD ❖ Automation <p>Great if you've got it;</p> <ul style="list-style-type: none"> ❖ Power System AIX ❖ IBM Storage (v7000) ❖ VIOS Storage ❖ Power VM ❖ Power VC ❖ TSM ❖ Kubernetes ❖ Git ❖ Node.js <p>Attributes/Behaviours</p> <p>Skills (including technology)</p> <ul style="list-style-type: none"> • Must be able to interpret and manipulate data • Must be able to work independently • Excellent written and verbal communication • Fast Learning skills • Adaptable and Flexible • Attention to detail • Stress tolerance • Planning and organising <p>Customer Focus</p> <ul style="list-style-type: none"> • Is dedicated to meeting the expectations and requirements of customers • Gets first-hand customer information and uses it for improvements in products and services • Talks and acts with customers in mind • Establishes and maintains effective relationships with customers • Is dedicated to providing the highest quality services • Is committed to continuous improvement • Is open to suggestions and experimentation • Creates a learning environment leading to the most efficient and effective work processes <p>Integrity and Trust – Ethics and Values</p> <ul style="list-style-type: none"> • Is widely trusted and respected • Is seen as a direct, truthful individual • Can present the unvarnished truth in an appropriate and helpful manner • Keeps confidences
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- Doesn't blame others for his/her own mistakes or misrepresent him/herself for personal gain or protection
- Adheres to SAS^{IT}'s core values and beliefs during both good and tough times
- Acts in line with those values
- Practices what he/she preaches

Creativity / Problem Solving

- Solves difficult problems with effective resolutions
- Asks good questions and probes all fruitful sources for answers
- Can see underlying or hidden problems and patterns
- Is excellent at honest analysis
- Looks beyond the obvious and doesn't stop at the first answers
- Comes up with a lot of new and unique ideas
- Easily makes connections among previously unrelated notions
- Tends to be seen as original and as a generator of solutions which add value

Interpersonal Savvy

- Relates well to all kinds of people, up, down, and sideways, inside and outside the organisation
- Builds appropriate rapport; listens
- Builds constructive and effective relationships
- Uses diplomacy and tact
- Truly values people

Action Oriented

- A "doer", enjoys working hard
- Is action oriented and full of energy for the things that he/she sees as challenging
- Not fearful of acting with a minimum of planning

Time Management

- Uses time effectively and efficiently
- Sets priorities
- Values time

Separates the critical few from the trivial many and concentrates his/her efforts accordingly