

synergy learning

EXCITE.
ENGAGE.
EMPOWER.

Senior Systems Engineer

WWW.SYNERGY-LEARNING.COM

Position:	Senior Systems Engineer
Location:	Holywood, Co.Down
Salary:	Subject to Experience
Hours:	Full-time

ABOUT SYNERGY LEARNING

Established in 2005, Synergy Learning is a leading learning technologies company, located in Holywood, Co. Down. We're a global leader in the design and development of custom eLearning solutions, having helped clients in over 40 countries through more than 1000 projects. We are a certified Moodle and Mahara Partner and have been named global Lead Seller for Totara. Our customers are at the central focus of everything we do, and we work in partnership with clients as diverse as Ryanair and The Kennel Club to help them improve their performance through learning and development using results-driven technologies.

We thrive on teamwork and are a community of experts who are proud of our friendly and professional approach to getting the job done. Everything we do is underpinned by this culture. Our VISION, as we enter this next exciting phase of growth, is to be the world leader in results-driven learning technologies that EXCITE, ENGAGE & EMPOWER. Our MISSION is to create incredible learning experiences using technologies that deliver tangible compelling results to our customers. And our values? We WOW!; We are Passionate & Committed; We are Innovative; We are 1Team; We have Fun!

JOB DESCRIPTION

To manage, monitor & maintain the Synergy Learning hosting infrastructure. This is a combination of co-lo, managed service & public cloud. We also install on-premise to meet customer requirements.

You will play a key role in defining the roadmap for future web-hosting services to ensure Synergy Learning remains at the forefront with their service.

Key Responsibilities

- Ensure the Synergy Learning hosting infrastructure is robust, performant, secure & technically excellent.
- Consult with Synergy Learning customers to specify & configure the hosting service to best meet their needs. This is both within the Synergy Learning infrastructure and on-premise.
- Ad-Hoc IT Advice for Synergy Learning employees & ensure LAN / WAN is fit for purpose
- Providing excellent technical advice both directly to customers and to colleagues on the Support Team
- Mentor & help to train the Support Team on server environments to aid their support of customers

Skills and Qualities

- Must have a minimum of five years recent & relevant experience
- Linux Apache MySQL PHP (LAMP) - Ubuntu / Debian preferred
- Knowledgeable on Amazon Web Services
- Monitoring - Eg. Nagios / Cacti . Equivalent technologies acceptable.
- Scripting & Automation (Bash, Ansible / Puppet / Chef / Salt)
- Database Management & Tuning (MySQL (primary) / MariaDB / Other)
- Ability to write excellent and clear technical documentation
- Experience in researching & specifying a hosting solution depending on customer requirements both pre & post sale.
- Strong experience in Hosting Infrastructure (Firewalls, Hypervisors [VMWare vSphere / XenServer], SAN, Network, Load Balancing)
- Must be a natural problem solver & adapt to situations as they develop
- Participation in 24x7x365 on-call rota
- Able to work under pressure & deliver on-time, on-budget & quality.
- Excellent communication skills both written & verbal with the ability to communicate with technical and non-technical people seamlessly.
- The successful candidate must be enthused by technology & care deeply about quality of service
- Knowledge of Mail Transfer Agents (Eg. Postfix)
- Knowledge of VPN's
- Able to organise & analyse performance & penetration tests

Relationships & Reporting

- The Senior Systems Engineer will work collaboratively across the Company, actively participating in the Customer Success Circle alongside other Customer 'facing' roles.
- Reporting to Head of Operations

HOW TO APPLY

If you are a suitably qualified and experienced person and you think you would like to join us, then we'd love to hear from you!

Please send a cover letter explaining why you are the best person to fill this role, outlining your career objectives and how Synergy Learning can help you fulfil them. You should also attach an up to date CV and answer the supplementary questions as thoroughly as possible.

We are an equal opportunities employer and welcome interest from all suitably qualified individuals. We always recruit on merit alone, but as we are currently underrepresented by females in our workforce, we would particularly like to encourage women to apply.

If you are disabled, and/or require any reasonable adjustments to assist you in applying for this role, or in due course attending an interview, please let us know and we will do all we can to facilitate you.

Data Protection

By applying for this position, you agree that We can process your data. We process this data for recruitment purposes only. We are storing this data in our Applicant Tracking System, which stores data in the U.S and is fully compliant with EU data protection laws, and we will not share it with anyone else.

We would like to keep this data until our open role is filled. We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we will keep it in our database for future roles.

Here's a link to our privacy policy. (<https://bit.ly/2KzSF6W>). In this policy, you will find information about our compliance with GDPR (data protection law.) You can find how to send us a request to let you access your data that we have collected, request us to delete your data, correct any inaccuracies or restrict our processing of your data.

You can contact our DPO at dpo@synergy-learning.com for more information.



Our Vision

is to be the world leader in results-driven learning technologies that **excite** **engage** **empower**



Our Mission

is to create incredible learning experiences using technologies that deliver tangible, compelling results for our customers.



Our Values are:

- 1 We **Wow!** (Ask us about this one!)
- 2 We are **Passionate & Committed**
- 3 We are **Innovative**
- 4 We are **1 Team**
- 5 We are **Fun**

We are constantly improving and evolving by keeping our **values** at the centre of everything we do.

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