

Pro-active. Knowledgeable. Professional. These are some of the many ways our customers describe the excellent service PEER 1 provides. PEER 1 is a leading IT infrastructure provider to startups and small to mid-size businesses. We deliver highly scalable network and hosting solutions that allow customers to focus on the possibilities of the Internet, not the problems. As network innovators and customer service specialists, we are constantly growing and looking for exceptional people to join our dynamic team.

We are currently seeking a Data Center Operations Technician for our Miami data center.

JOB TITLE: DATA CENTER OPERATIONS TECHNICIAN

LOCATION: MIAMI

DEPARTMENT: OPERATIONS

REPORTS TO: DATA CENTER OPERATIONS MANAGER

GENERAL SUMMARY

The Data Center Operations Technician interacts with PEER 1 customers to physically support and monitor systems. This includes research from online resources, books and product documentation, other employees within the support organization, and the product engineer.

JOB DESCRIPTION

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The Data Center Operations Technician:

- Configure, install, and support servers
- Configure, install, and maintain network components
- Monitor all servers to ensure they are not experiencing hardware issues
- Keep the data center organized and efficient
- Troubleshoot physical problems and address issues within the facility
- Install and upgrade servers within the data center, including server additions and server removals
- Work on trouble tickets
- Loads OS on servers
- Troubleshoot problems on servers
- Troubleshoot problems with initial installation, connectivity, and Monitor problems
- Troubleshoot problems with customer servers, which require more than "remote hands" support
- Installation and maintenance of operating systems on workstations and servers
- Installation and maintenance of Production software on both workstations and servers
- Installation and maintenance of networking subsystems
- Problem diagnosis and resolution
- Monitoring system performance along with tuning and capacity planning
- Monitoring: In-depth analysis and response. Include INMON traffic flow analysis, etc.
- Network: Troubleshooting including switch port analysis, firewall analysis
- Provisioning: Non-standard builds including legacy products, post-install addition of special packages not part of standard provisioning – requires more intimate knowledge of our builds
- Provisioning: Basic knowledge of cluster and SAN provisioning, able to provision these
- Hardware: Advanced troubleshooting. Requires in-depth knowledge of all hardware in our

standard builds, particularly RAID configuration and troubleshooting

- Miscellaneous: Able to implement server rebuild techniques including data recovery tools provided
- As well as other duties consistent with the job as determined by your manager

MINIMUM QUALIFICATIONS

- Excellent organization and follow-up skills
- Excellent customer relation and communication skills
- Ability to manage multiple activities/projects
- Ability to troubleshoot complex problems as it relates to hardware components
- Solid understanding of server/pc hardware
- Able to configure Windows and Red Hat Linux Enterprise O/S
- Working knowledge of Red Hat Linux and Windows operating systems
- Working knowledge of common TCP/IP protocols such as telnet, ssh, ftp, smtp
- Hands on experience configuring static routers and using the "show" commands to determine where IP packets are sent on the LAN