Duty Statement – Systems Administrator

SEQTA is currently seeking the services of an experienced Systems Administrator to join our growing team.

SEQTA was founded in 2006 by Grant and Sharon Grosser, both former educators, with the aim of designing a software package that would allow teachers to perform every aspect of their work in the most efficient and simple manner possible. The SEQTA Suite is now an award winning suite of web-based applications that provides schools with a superior way of managing all aspects of teaching and learning. The SEQTA suite is utilised in schools in every state in Australia, and will soon be expanding into the Asian education sector. SEQTA employees are dedicated to serving our clients: teachers and school administrators.

The successful applicant will complement the existing team and will report through the Systems Administration Manager to the Chief Operations Officer. The position is full time and is based at SEQTA's head office in Joondalup, Western Australia. Hours of work will be designed to support clients across Australia and, as such, a flexible approach to working hours will be required.

Skills and experience

Essential

- A good working knowledge of Linux (preferably Ubuntu).
- The ability to script using both BASH and Python, as well as standard GNU/Linux / Unix tools (sed, grep etc).
- Demonstrated customer service skills.
- Good analytical and problem solving ability.
- A solid understanding of a wide variety of computing platforms.
- Good interpersonal, verbal and written communications skills including technical report writing skills and project planning skills.
- Good working knowledge of database architecture and familiarity with various types (MySQL, DB2, etc.)
- Must be able to prioritise, track and complete multiple outstanding tasks.
- Experience supporting network connectivity and troubleshooting.

Desirable

- A solid understanding of networking concepts including basic routing and firewalling.
- Experience working in a K-12 education environment.
- At least 4 years IT experience, including technical support and/or client relations.
- Knowledge of ITIL framework.
- Open source network monitoring tools (Nagios or Zabbix or Munin or Icinga).
- Experience in a virtualisation environment.

Role description

1. Infrastructure Administration: provision and maintain IT infrastructure and systems to allow for the effective delivery of services to both internal and external clients. Tasks will include:

    *   Installing and maintaining software and physical infrastructure as required.
    *   Installing and maintaining servers, including appropriate services on each.
    *   Examining service requirements and managing resources to meet such requirements.
    *   Performing audits and/or checks for security and resource allocation.
    *   Communicating effectively with stakeholders to manage infrastructure.
    *   Reporting.
    *   Backups.
    *   Capacity management.
    *   Incident management.
    *   Providing feedback to the product development team.
    *   Change management.
    *   Level 3 support tickets.
    *   Proactive monitoring.

2. Database Administration: optimise the performance of all databases, internal and client, ensuring they meet organisational requirements, including consistency across client sites. Tasks will include:
    *   Monitoring the performance of all databases.
    *   Performing routine maintenance and tuning.
    *   Performing regular audits on all backups and liaising with clients and SEQTA Systems team members to address any issues.
    *   Providing advice to the Development and Systems teams on improving monitoring tools.
    *   Providing feedback to the Development team with respect to the performance of the database.

3. Security and Vulnerability: ensure that appropriate processes and mechanisms are in place to minimise the risk of security breaches, loss of data, and impact to the SEQTA brand. Tasks will include:
    *   Utilising industry standard processes and mechanisms to ensure effective mitigation of risks.
    *   Undertaking appropriate research to ensure that future threats and attack vectors are appropriately planned.
    *   Quickly and effectively responding to any attacks or threats as they occur.

Commencement date
ASAP

Application process
Email CV with covering letter to: hr@seqta.com.au