Horizon
IT Services
Delivering Quality

Horizon Sh.p.k, the pioneer and leader since 2005 in IT Server & Desktop Virtualization as well as the leader in Mission Critical IT Infrastructure support services in Albania & Kosovo is looking for a Unix Systems Engineer who can cover the below duties:

INTERNAL ROLE TITLE: Unix Systems Engineer	REPORTS TO: Technical Manager
FUNCTION: Technical Department	DEPARTMENT: Technical Department

Role Purpose

The Unix System Engineer must be able to solve complex Hardware and OS incident or issues raised by the customer in a timely manner based on the SLA agreed. He must be also able to contribute as implementation engineer during the delivery of a project related to HW and OS solution. Keep himself up to date to the latest evolution of the respective technical subjects and engage in a non-stop learning process that guarantees the high quality of services and we deliver to our customers

Essence of Role – Key Accountabilities

1. Resolving / closing incident tickets by executing remote and on-site diagnostics, and / or by consulting Vendor's knowledge base and Service Ticket responses if Vendor is also involved

2. Delivering workloads according to defined SLA targets and escalate timely when there is risk of not meeting SLA or an issue increasing in severity.

3. Perform advanced hardware and OS troubleshooting on Unix (Solaris) Servers and associated Storage and Backup Devices to this Unix OS

4. Performing advanced system administration duties on Linux / Solaris systems

5. Performing advanced Unix OS installations and configuration on new servers, Storage and Backup Devices

6. Configure and deploy Solaris-based complex infrastructure solutions that require Solaris system performance tuning and Disaster Recovery Configuration.

7. Collaborate with the team during the design and the implementation of new infrastructure, particularly to the Oracle Linux, Disaster Recovery, and Cluster Technologies.

8. Performing basic hardware troubleshooting on Intelx86 Servers, Storage and Backup

9. Performing basic system administration duties on Windows Operating System on both Server& Desktop

10. Troubleshooting and resolving basic MS Windows & MS Mail Exchange problems

11. Performing basic Windows OS installations and configuration on new servers, Storage and Backup Devices

12. Perform Basic configuration of Data Network Devices such Routers, Switches and Firewalls

Typical Outputs

- Hardware Failure Tickets Closed timely in SLA agreed with Customer
- Root Cause Analysis Report
- Ticket Resolution Report
- Implemented and Configured System Command Log Executed
- Systems Design (if project requires)

Person Specification

Competency / Performance Driver	Technical / Professional Expertise
- Good verbal and written communication skills, demonstrating the ability to work with colleagues	- At least 5 or more years related experience; or equivalent combination of training and experience on multiple Unix hardware platforms, and integrated

customers inside or outside of the company	information and communications systems.
• Prioritization Skills	• Demonstrated experience with a strong knowledge of Unix-related hardware/software.
• Working in Parallel Tickets or Projects Capability	• A strong understanding of various types of UNIX operating systems and platforms to include Oracle Solaris and Linux.
• Ability Work Under Pressure	
• Abilities in Problem Solving way of thinking	• Experience with Tape Libraries and SAN/NAS storage solution technology; Oracle SUN is preferred.
• Team work spirit	
• Never give up spirit in solving problems	• Experience in Server virtualization solutions including Oracle VM, Oracle Solaris Containers or Logical Domains, Xen Hypervisor, VMWare Sphere is preferred
• Continuous Learning Culture	
• Put Customer First (understand the importance of customer)	
	• Basic Knowledge in Administration and Configuration of the Microsoft Products such as MS Windows Server (any version), MS Mail Exchange (Any Version)
	• Basic knowledge of TCP/IP protocols and OSI model and how they apply to production systems and networks.
	• Basic knowledge of Routers, Switches and Firewall functions and operations
	• Relevant CERTIFICATIONS in LINUX, HP UX, SOLARIS or on any other Unix Platform are required
	• BS Degree in Computer Science, Information Science, Engineering, or other relevant degree
	• Very good knowledge of English language in verbal and written form.

If you are interested in this position, please:
Submit your CV in English language via E-mail according to the below address:

E-mail: jobs@horizon.al