



Systems Administrator – Level I

We have an immediate opportunity for a Systems Administrator to join our Boulder Colorado team. The successful candidate is professional, highly motivated and has the ability to function well in a fast paced, dynamic organization. This self-driven Systems Admin performs installations, configurations and maintains the Connect First platform architecture (LINUX and Windows), workstations, and servers. Monitors systems and telephony, troubleshoots and opens tickets with carriers when required, and acts as an escalation point for the help desk department.

Key Responsibilities & Requirements:

- Performs software installations and upgrades to operating systems and layered software packages.
- Schedules installation and upgrades and maintains them.
- Monitors and tunes the system to achieve optimum performance levels.
- Supports the operating systems and related infrastructures by resolving escalated and technically complex trouble tickets assigned by the help desk department in a timely and efficient manner.
- Develops procedures and conducts routine hardware and software audits of servers and services to ensure maximum platform stability, reliability, and security.
- Provides direction and guidance to helpdesk staff to assist them in troubleshooting tier I and II tickets when needed.
- Performs other duties as assigned or apparent.

Key Responsibilities & Requirements:

- Linux Administration capabilities a must. Majority of the servers are running on CentOS.
- Windows Server Administration preferred but not required. Basic windows skills are required.
- Asterisk/telephony/SIP experience is preferred but not required. Ambition and aptitude to learn these skills is key.
- Proper knowledge of network protocols and the ability to configure, maintain and troubleshoot network devices such as switches and firewalls.
- Must possess the ability to communicate well with others to perform work in a team environment, and relay necessary information as appropriate.
- A thorough knowledge of documentation and communication software necessary to maintain and communicate information as described above.
- Must have the ability to be on call 24 hours a day, 7 days a week in the event that services are required.
- Strong troubleshooting skills and must have the ability to prioritize and perform multiple tasks simultaneously.

Additional skills or background we would be thrilled if you had any experience with:

- Experience with SaaS model and applications.
- Call Center industry experience.
- Telecommunication experience.
- Solution implementation in the premise-based or the hosted telecommunications software industry
- RHCSA, RHCE, Network+ or Security+ Certifications desired but not required.

The Goods:

This is a full time salaried position located in our Boulder office. We offer comprehensive benefits, aggressive matching 401k, gym membership, flexible paid vacation schedule, and a casual, laid-back yet demanding and fast paced work environment. We are a dog friendly company, and find time to get outside and enjoy the best of what Boulder has to offer. Our “pay-for-performance” and bonus programs healthily reward rock-star achievements and intellect. We offer a very competitive salary plus aggressive bonuses and merit raises. We also pay for relevant continuing education, conferences, and skills development.

We promote heavily from within, and like to see our team quickly master our platform and to take that knowledge into other areas of the business; we succeed by helping you define your skills and interests and encouraging you to grow into bigger opportunities and responsibilities.

To Apply:

In your application please tell us your favorite or most satisfying experience solving a problem - either personally or professionally. Emails without this simple little anecdote will be passed to the back. Please send your Cover Letter (w/problem solving tale) and Resume to jobs@connectfirst.com. We look forward to hearing from you!

The Connect First Crew