Systems Administrator Job Advert

EGI Foundation is looking for an experienced GNU/Linux Systems administrator and user supporter for running IT services, for providing technical support for service users, and for providing generic IT support for EGI Foundation staff.

IT services at the EGI Foundation, commonly called 'Collaboration Tools', include mailing lists, web sites, content management systems (esp. Confluence) and ticketing systems (esp. Jira) that support the collaborative activities of the EGI Federation. Administration of these services include routinely applying upgrades and security patches in production in a controlled manner, incident response, maintenance of a test infrastructure to validate new features, continuous improvement of service deployment & upgrade procedures, and supporting service end users.

The job also includes the provisioning of generic IT support for the ~40 members of staff at the EGI Foundation office (desktop software installation and configuration).

The job will be done in close collaboration with the distributed EGI Operations team and may include supporting other activities related to the operations of the EGI Federation including supporting cloud computing, data storage solutions, high throughput computing and scientific applications, depending on the experience and interests of the applicant.

Job Purpose and Responsibilities

Specific duties and responsibilities include:
- Production delivery of collaboration tools in GNU/Linux Systems to aid the collaborative working of the EGI Foundation, Federation and their projects. Examples of such tools are Confluence, Jira, Mailman, DNS, Wordpress, online meeting agenda management tools, and the related backup solutions. This includes the day-to-day maintenance work involved in all aspects of service delivery, the initial setup of new tool instances and

their customization through re-configuration to meet specific user case needs, and software updates.

- Support to end-users for the collaboration tools, in particular for Jira and Confluence (e.g. creating new Jira projects with custom workflows).

- User requirement and feedback gathering.

- Continuous improvement of the collaboration tool deployment and maintenance procedures, and planning the technical evolution of the collaboration tools portfolio.

- The set up and maintenance of the IT infrastructure of the office.

- The support to EGI Foundation staff members for their laptop applications (Mac and Windows).

Relationships
- With the Service Delivery and Information Security Team (SDIS) Lead and the team members for the coordination of work, service delivery activities, operations and user support.

- With the Information Security Officer at the EGI Foundation to ensure the correct adherence to security policies and dealing with security incidents that concern the collaborative tools and the IT infrastructure of the organisation.

- With the partners in projects for the suitable configuration of the collaboration tools in projects.

- With the EGI Foundation staff concerning generic support activities relating to the IT infrastructure of the office.

Essential requirements

EGI Foundation   Science Park 140   www.egi.eu   KvK nummer 34380182
                      1098 XG Amsterdam   contact@egi.eu   VAT NL 8219.84.986.B.01
                      The Netherlands   Telephone +31 (0)20 89 32 007

- 5 years GNU/Linux systems administration experience (preferably CentOS, Debian or Ubuntu) delivering high availability, user facing critical services on both physical and cloud infrastructure.

- Experience in using one or more Configuration Management Framework (e.g. Ansible, Puppet etc.) including setting up complete and fully monitored systems from scratch.

- Experience of High Availability service delivery

- Autonomy and ability to work in a distributed and international environment

- Experience with load, performance testing and automated functional testing
- Experience with containers management
- Experience in delivering generic IT office support

Experience in the following domains is a plus:

- Provisioning of support for Jira and Confluence users.

- OpenID Connect and SAML integration.

- Mailman.

- Kubernetes.

- Knowledge/certification in IT Service management (for example, FitSM, ISO 20000, ITIL).

Other requirements

- Detail oriented, thorough, and organised.

- Excellent time management and prioritisation skills.

- Ability to write and communicate effectively in English.

- Collaboration and interpersonal skills, and ability to work well in a team.

- Ability to occasionally travel within Europe.

Offer
- This opportunity is a full time position (40 hours a week), offered for a period of one year, with the possibility of renewal based on your satisfactory performance.

- Depending on experience, for an employee working in the Netherlands, gross salary for a full-time position will be in the range of € 4,964 to €5,549 per month, with additional holiday allowance (8% annual gross) and end of year (5% annual gross) bonuses.

- You'll have the opportunity to work at the EGI Foundation office in Amsterdam or remotely, depending on your demonstrated experience and in accordance with the EGI Foundation's terms of employment. We value your flexibility and provide options that suit your circumstances.

- With a majority of our staff operating from various locations in Europe, we maintain payrolls in multiple countries. In line with this approach, specific contract terms are negotiated based on the employee's country of residence.

- Employees who are new to the Netherlands may be eligible for a special tax benefit, making your transition smoother and more rewarding.

- In the Netherlands, employees are entitled to 31 days of annual leave (pro rata). For employees residing in other countries, the specific number of leave days may vary depending on the applicable national labour law regulations.

Equal opportunities

The EGI Foundation is committed to creating a diverse environment and is proud to be an equal opportunities employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.

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Process and timeline

- Closing date for applications: 21 July 2023

- Online interviews: August 2023

- Expected starting date: 01 September 2023

To apply

To apply, we invite you to send us the following three items by email, to jobs@egi.eu:

- A cover letter (in PDF format), explaining your motivation for applying and how you meet the requirements outlined above.

- A CV/resume (in PDF format), ideally max 2 pages.

Incomplete applications will not be considered.

Thank you for your interest!