

Cloud Infrastructure Administrator/ Site Reliability Engineer

InTime - Vancouver, BC

Job Type: Full Time

Interested in working in the fast moving and exciting tech industry? Have a passion for problem solving? This job is perfect for a driven professional interested in honing their IT skills at a well-positioned SaaS company with 20+ years of experience in our market. The opportunity consists of working within a tight-knit team to provide our industry leading software to public and private safety organizations in the US and Canada.

Job Description:

A Cloud Infrastructure Administrator who will be responsible for operational maintenance, upgrades, and capacity management.

What are we looking for from you? As a Cloud Infrastructure Administrator, you'll be responsible for managing a cloud-based web hosting solution that supports clients across North America and internationally. Your expertise in cloud infrastructure management will be needed to work collaboratively with Development and Customer Success to ensure successful implementations of web and mobile products. You will bring your experience with successful implementations of cloud initiatives.

We are looking for a candidate with experience in cloud administration within a Linux, Windows, AWS and/or VMWare vSphere environment that is fast-paced and growing.

What You'll Be Doing:

- Develop and maintain an infrastructure plan to accommodate growth expectations.
- Analyze available information to recommend and implement advanced infrastructure solutions and take advantage of emerging technologies.
- Deliver necessary maintenance and software upgrades with minimal downtime.
- Responds to infrastructure issues from clients and development with high urgency throughout any crisis.
- Performs root cause analysis and communicate plans for going forward to prevent recurrence.
- Performs regular audits of platform installation, configuration, performance, load, software upgrades, backup processes to identify common trends and recommend solutions.
- Monitor and troubleshoot issues related to server, data, configurations, and database driven applications.
- Implement reporting and monitoring processes to identify and correct infrastructure risks.



- Creates and implements infrastructure processes and procedures to maintain capacity, availability, security, and disaster recovery capabilities for effective business operations.
- Develop on the job knowledge, follow trends on emerging technologies.
- Possibility of 24*7 IT internal systems on-call support.

Requirements:

- 2 year post-secondary IT diploma or relevant experience
- Knowledge of Oracle and/or MSSQL
- Amazon AWS or Azure experience is an asset
- VMware vSphere
- Linux familiarity with installing, configuring and supporting LAMP stack for internal and production level deployments
- Certifications in System Administration, Cloud Administration, or Infrastructure Operations
- Professional verbal and written communications to discuss and work with members at various levels of InTime Solutions and with IT level customers.
- Passionate about self-development and loves learning.
- Knowledge of software architectures for performance, scalability and high availability - experience implementing and deploying software products is a strong asset.
- Familiarity with monitoring and alerting systems and with tools like Prometheus and Grafana.

The Company:

InTime was founded in 1996 and provides scheduling and workforce management software that caters specifically to public safety organizations. Law enforcement and public safety don't operate on a typical 9-5 schedule and have complex rules that must be adhered to; that is that pain point that InTime helps to solve. We are not your generic scheduling software; we solve only the most complex scheduling problems.



The Perks:

In addition to a highly competitive compensation package including a comprehensive benefits plan and employee share ownership, we offer:

- Complimentary and nutritious lunches at the office
- High quality espresso and hot drink facilities
- Excellent gym and bike storage
- Ergonomic office environment, including stand-up desks
- Subsidized personal phone plans & transit passes
- Positive, fun and non-judgmental atmosphere

The Office:

Our office is in a great, central location overlooking Hotel Vancouver and Robson Street in downtown Vancouver. We are fun-loving and hardworking group who embrace our individual strengths but work together as a dedicated team. We are all highly ethical, broad-minded, confident and respectful people above all else.

We maintain an effective, but informal 'open door' organizational structure. We do not believe in unnecessary formal meetings and, instead, try to make things happen through fluid team work and open communication.

Background:

- Minimum Canadian citizenship level: permanent resident
- No travel restrictions to the USA
- Able to comply with a full background check as a condition of employment

To Apply: Email Jay at jawram@intimesoft.com with 'Cloud Infrastructure Administrator/ Site Reliability Engineer' as your subject line.

Learn More:

Website: <https://intime.com>

What is it like to work at InTime? <https://intimesoft.wistia.com/medias/8yfxvww76i>

