

Job Description

Job Title:	Operations Support Engineer
Reporting to:	Senior Engineering Manager
Location:	Redwood Shores, CA

Role Summary:

As a key member of our Monitoring Services team, the Operations Support Engineer will be responsible for ensuring the functionality, security, performance, and quality of our live network of cloud-hosted servers, running on both RedHat Enterprise and Windows 2008 platforms.

Acting in a second line support capacity, the role requires a proactive individual with strong communication and problem solving skills and a proven ability to diagnose and resolve issues quickly to ensure uninterrupted network service to our customers.

As our international customer base grows, this role will become part of a global network support team and will be involved in planning of our network infrastructure expansion.

Key Tasks & Responsibilities:

The successful candidate will take end-to-end responsibility for the support of Enecsys' service infrastructure; comprising:

- System administration of a cloud-hosted server farm (Windows 2008/RedHat Enterprise)
- Network security administration (VPN, Firewall etc)
- Release deployment and patching
- Technical customer support (fault response and diagnosis)
- SLA management and escalation to 3rd party suppliers for fault resolution
- Monitoring the performance and quality of the live network, working with the in-house test team and third-party monitoring information

Skills & Experience Required:

Essential

- *Technology / Skills:* Using Open Source and Proprietary tools the candidate should be able to demonstrate knowledge and experience of the following skills:
 - System Administration
 - Linux (Redhat Enterprise)
 - Windows 2008

- Configuration Management (using SVN or equivalent)
- Network security/firewall configuration, including managing access rights
- Trouble Ticket Management
- Network Monitoring and Support Tools (ie NAGIOS or Zabbix)
- Programming and scripting languages (ideally Python)
- *Communication:* Excellent verbal and written communications skills are mandatory as the role will involve liaising with suppliers and people at all levels within the business, including senior management. The Candidate will also have a proven record in first line support, and have the soft skills required to liaise with customers and first and third line support as required.
- *Team Work:* The role will involve close co-ordination with both the sales and technical teams.
- *Problem Solving:* The service is comprised of a number of different elements and the candidate will need to demonstrate problem solving skills, and that initiative and tenacity to get to the root cause of an issue.
- *Self Management:* The candidate must be a confident self-starter and able to set own objectives and work with minimal support with the discipline to ensure all activities are documented appropriately
- *Planning and Organising:* The candidate must be able to demonstrate the ability to manage multiple tasks and to prioritise their own workload, ensuring that all planned tasks and unexpected issues are completed to within required timelines

Desirable

- *Technology / Skills:*
Redhat 5 Enterprise / OSS monitoring tools / MS SQL Server 2008 / TRAC / SVN / VMware / SQL / IIS/ASP.NET / UML / VPN / Embedded devices/firmware experience / ZigBee wireless networking
- *Team Work:*
Experience of working in a global team providing “follow the sun” support
Experience in technical recruitment interviews either face to face or by telephone

About Enecsys

Enecsys Limited, develops, manufactures, and markets world-leading, highly reliable, grid-connected solar micro inverters and monitoring systems for residential and commercial photovoltaic systems that offer an outstanding value proposition. The micro inverter maximizes energy harvest and converts the DC power from each solar module into quality AC power for supply to the electricity grid.

The advantages of Enecsys solar micro inverters include: maximized energy harvest, improved safety, increased lifetime and reliability, enhanced performance monitoring, and simplified PV array design and installation. The monitoring system

tracks, in real-time, the performance of each solar module and transmits the information through a robust built-in wireless communication system that connects to the Internet.

Headquartered in Cambridge, UK, the company also has sales and support offices in Bad Homburg, Germany and in Redwood Shores, California, USA. For more information, please visit <http://www.enecsys.com>.