

Server Administrator

Turnkey Internet is a leading Internet service provider offering cloud hosted services – focusing on web hosting, colocation, and software as a service (SaaS) products. TurnKey Internet is a fast growing company, with 10+ years in the Capital Region – offering IT on Demand to clients across the street, and around the globe. We are seeking a hardworking qualified candidate to join our growing team as we expand further in the Capital Region.

The ideal applicant will join our team of highly motivated and hardworking internet administrators responsible for managing hardware and software for our cloud hosted products, and web hosting servers. Day to day duties include monitoring and maintaining servers, network components, and software related matters of both Linux and Windows based systems within our Albany datacenter. The candidate must have knowledge of general customer service to communicate effectively with clients and experience with Web Hosting or a directly related field.

Candidates should display a positive and proactive attitude, strong organizational skills, the ability to prioritize, multitask and be a strong communicator on paper, in emails, and over the phone. He or she will frequently deal with higher levels of management and a worldwide customer base. Other related duties may be assigned outside of this job description. The position is perfect for an individual with willingness to learn and grow with a locally owned company.

Position Qualifications

- Web Hosting experience (2 years minimum)
- Familiarity with cPanel, Plesk, Direct Admin or similar products
- Professional experience with Linux (CentOS/Red Hat) and/or Windows Server 2008 & 2012
- Knowledge of LAMP (Linux, Apache, MySQL, PHP)
- Experience with email (POP, IMAP, SMTP, Outlook, Webmail)
- Experience with Web Applications (blogs, forums, contact forms)
- Familiarity with virtualization technologies (VMWare, Xen, OpenVZ)
- Ability to communicate professionally with clients both via phone and email
- Strong organizational skills and attention to detail

Position Duties

- Daily processing of server administration tasks
- Management and maintenance of virtual and dedicated server software
- Provision test and document new orders
- Monitor and respond to alerts, alarms, and network anomalies
- Server security, VPN, firewall configuration/setup and monitoring
- Hardware replacement of failed equipment
- Manage work queues, allocate resources as needed
- Prepare and maintain various reports
- Interact with customers to resolve outstanding issues
- Other duties as required and assigned by management

Position Hours

- Full time, Monday – Friday 9am – 5pm

- On call or after hours work as-needed
- Local position only, on site within our Data Center in Latham NY.

Salary based on prior experience.

TurnKey Internet, Inc is an Equal Opportunity Employer.

We look forward to hearing from you.