



IT SYSTEMS ADMINISTRATOR

Position Summary:

DotLoop is looking to immediately hire a person with strong IT systems administrator experience who understands the interaction of software and hardware for uptime, performance and scalability. This person will manage all the hosted hardware and software critical to DotLoop's SaaS based, paperless real estate solutions. Real Estate agents, brokers, buyers, and sellers are using DotLoop to save time, money and hassle. DotLoop's system is used across the country to facilitate more convenient and efficient transactions, to provide better information to the brokers and their agents and generally provide a better process for everyone involved.

This role will be involved in nearly every aspect of keeping the DotLoop systems up, operational and scalable to meet our growing company's needs. This role requires a service oriented mentality, with the ability to test and plan in advance of need. A strong sense of ownership of the tasks and challenges that arise in this quickly growing environment is critical. The DotLoop application currently supports 10s of thousands of users and the person taking this job will help us scale to the level of millions of users a day. Primary responsibilities for this role include monitoring the DotLoop hardware, software and networking components including switches, routers, web servers, firewalls, VPN and database servers. The IT Systems Administrator will be expected to handle measuring and predicting system scalability needs as well as owning, tracking and resolving system related incidents. Additional responsibilities include managing the relationship with our hosting company as well as helping define service related processes (e.g: system backups, maintenance, monitoring). The ideal candidate will be able to provide reports on the status of the system, the near and long term needs, as well as ensuring service related issues are identified and resolved within established SLAs.

Position Requirements:

We are looking for a dynamic individual who:

- Has 5+ years of experience in systems administration and support in scalable 3-tier application environments
- Experience managing Linux (Red Hat preferred) servers and storage components
- Experience in network management including installing, configuring and maintaining network components for high throughput environments
- Strong knowledge of backup, restore and recovery processes and experience in implementing operational automation
- A background which includes system redundancy and fail-over techniques for high availability and up time
- Experience managing a remotely hosted environment
- Ability to detect and troubleshoot system CPU, memory, I/O, disk space issues
- Management of remote technicians (hosting personnel, consultants, etc.)

Preferred candidates would also meet the following criteria:

- Experience in database administration a plus and with MySQL even better
- Writing skills for documenting processes and procedures
- Managed small to medium size groups of technical people
- Bachelor of Science or better in Computer Science, MIS or other computer related degrees