

## Systems Engineer

Position: permanent • Start date: asap • Salary: £25,000-£30,000

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### Job Description

Note to applicant: We will only accept CVs that prove the essential experience listed below and we will only accept CVs with covering letters.

The role of Systems Engineer requires a broad range of technical skills, system administration experience, attention to detail and emotional intelligence.

The Systems Engineer provides technical support to our clients and assists with the management of Nativ's IT systems and managed service offerings. You must possess client support skills, relevant technical knowledge, security management skills as well as systems architecture and software configuration skills.

More specifically, you will have proven experience of managing web clusters, load balancing, systems security and monitoring, and providing client support using telephone and ticketing systems.

The nature of this role will suit someone who is interested in expanding their knowledge and learning new skills, and who has a strong interest in continuously measuring, monitoring, improving and protecting our infrastructure. The individual is up beat, motivated and a self-starter, and very good at managing their own time.

The individual will have proven experience in the following (all applicants will be thoroughly tested):

#### Essential Experience:

- Linux
- Java application environments
- Good scripting skills with one or more language such as Python (essential), Perl, Bash.
- Database administration at least one of: Oracle, Postgres, Mysql.
- Bug tracking in Jira or similar
- Networking experience: Firewalls; Standard Internet protocols (such as TCP/IP, HTTP, SSH, LDAP); and the ability to identify issues and errors.
- Disaster Recovery: mysql database replication
- Web application experience: Apache
- 1st line support experience
- Ability to manage and respond to a dynamic workflows and respond well to high pressure situations
- Ability to multi-task and be flexible

#### Desirable Experience:

- Enterprise storage management (such as SAN, NAS)
- Sun Solaris
- Windows
- Day Communique WCM
- Package Management: Debian and SVR4
- Other general sysadmin skills: Switch configuration, Exim, Nagios, streaming media, traffic shaping.
- High availability experience:
  - Clustering
  - Monitoring: SNMP, JMX and Hobbit.
  - Disaster Recovery: Disaster planning experience; Data replication experience: conversant with storage solutions like SAN.
- Web application experience: Tomcat, Zeus, Jboss
- Experience of working with medium-sized groups of servers e.g. more than 10 or 15.
- Virtualisation technologies
- Load balancing and caching technologies

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### Key Tasks

- Providing technical and requirements analysis on client projects and service initiation requests.
- Provide the final sign-off where required on Change Management request.
- Provide support for client requests from the helpdesk or on other work as required.
- Removing manual labour and introduce automation wherever possible.
- Managing IT Infrastructure, security and scalability for services.
- Managing technology and support risk; escalating risks to the Head of Systems and Support Services.
- Identifying and improving inefficiencies in process through automation and systematic improvements.
- Updating, and managing technology aspect of the business continuity plan.
- Planning and managing related programmes of work in collaboration with the Service Delivery Manager.
- Incident Management
- Continual workflow improvement and automation
- Software deployment
- Project work (e.g. building new capacity, new systems)
- Provide support for client requests from the helpdesk or on other work as required
- Removing manual labour and introduce automation wherever possible.
- 24x7 pager rota scheme

Please note that all candidates will be thoroughly tested and expected to show proof of the above.

References will be checked and individuals will be expected to undergo CRB checks.

## Company Profile

Nativ provides MioEverywhere™: a platform that takes all of the pain out of video distribution, from content ingestion through delivery. It's completely changing the way content owners get their video to market and some of the world's most successful content marketers use Nativ's services to support their video logistics operations, including:

BBC, Red Bee Media, Arqiva, iPlayer, MTV, TV2, BMJ, Turner Broadcasting, Sony, Getty Images, Audi, CBS Outdoor.

Our MioEverywhere™ platform and our fanatical commitment to service and support means our customers get their video to market faster, with higher quality and flexibility, and at a lower cost than their competitors.

### Nativ's Core Values and Beliefs

- **More Eyeballs, Fewer Tears:** We provide content owners and brands with the most profitable and pain-free method of taking their content to the viewers that count.
- **Too Much For Too Little:** Content owners and brands are paying far too much for off the shelf components and taking on too much risk.
- **We are Brave:** Nativ isn't a follower; Nativ is a trendsetter and has the confidence and belief to innovate every day, both technically and commercially. We are picking a big fight with some big players. Nativ will endure considerable stress in the short term to realise its aims.
- **Customer Care Equals Profits:** We aren't haters. We love our customers and share their concerns.
- **Nativ is Exciting:** Nativ will be exciting to work for and exciting to work with. Nativ will be perceived as hot, a trendsetter and a new breed of company.
- **Nativ Only Works With A-Players:** Average people without ambition, belief or determination to make a huge difference do not belong at Nativ.
- **Every Second Counts:** Our customers are in a hurry; nothing we do can be done slowly.