

Customer Operations and Infrastructure Manager

Background

Ontology Systems is a rapidly growing company, based in London, developing a data alignment, service management and revenue assurance product for the telecommunications industry.

Our innovative technology is fundamentally agile and allows Ontology Systems to embrace iterative, genuinely agile methods throughout its business: from its commercial approach, through solution delivery and product development.

This agility has enabled new commercial models such as SaaS which were previously considered impossible in the OSS/BSS Telecommunications space.

Supporting these commercial models requires agile, fast and precise delivery of effective solutions to demanding customers worldwide.

Role Description

We are seeking an experienced IT professional who is able to combine technical systems administration and network management for both our internal IT infrastructure and for our small-scale customer-facing hosting and operations infrastructure.

This is very much a hands-on role and – as the founding member of Ontology's infrastructure team - the successful candidate will be expected to both plan and steer the growth of our systems as well as carrying out day-to-day management, maintenance and support tasks.

Ontology operates a mixed OS environment that includes both Windows and Linux desktops with a Linux-only server-side.

The role will involve:

- Administration, maintenance, support and ownership of both our Linux and Windows infrastructure in local and remote locations
- Administration, maintenance, support and ownership of our local and wide area networking
- Implementation of Ontology's Data and Information Security policies and the technical aspect of our DR procedures
- Planning and costing the continued evolution of our infrastructure
- Owning supplier relationships
- Providing support for customers at their interface with Ontology's infrastructure, e.g. interaction with their hosted solutions, data delivery and transfer, remote access to on-site customer systems etc
- Servicing and Supporting Ontology' internal IT users

Profile

- Quick learner, fast thinker
- Excellent communicator with outstanding social skills
- Expert with:
 - Linux system administration (Redhat and Ubuntu in particular) for both servers and desktops
 - IP networking, including Cisco ASA firewalls and VPNs, DNS,
 - Administration of Samba for both file and print sharing and Windows domain control

- Windows desktop system administration
- Highly desirable:
 - Database administration skills for one or more of MySQL, Oracle and/or MS SQL Server
 - Knowledge of the AMANDA open source backup system
- Excellent grasp of information and network security principles
- Some basic knowledge of MS Exchange (Ontology uses a hosted Exchange provider, but we support our own Outlook users) useful

Location is King's Cross Rd, London