AAIS
Products and people you can rely on

American Association of Insurance Services
630.681.8347 | 800.564.AAIS | Fax 630.681.8356
701 Warrenville Road, Suite 100 | Lisle, IL 60532

www.AAISonline.com

Operations Senior Systems Administrator

Job Responsibilities

- Provides technical support for all networking, server hardware and software platforms including routine maintenance and upgrades, monitoring, troubleshooting and capacity planning, business continuity and disaster recovery.
- Responsible for software configuration management and the successful installation of new software releases and system upgrades. Evaluates and installs patches, and resolves software related problems on server platforms.
- Routinely monitors system and network availability, performance and security for hosted services. Identifies unusual events and resolves or coordinates resolution of the problem. Resolves problems with service provider technical staff as needed.
- Responsible for security event management as a first responder, coordinating situation assessment and immediate response. Responsible for coordinating remediation, testing and release of systems back into production following an event.
- Responsible for all office based and Cloud hosted asset management, including procurement, configuration, deployment and monitoring.
- Establishes systems configurations, operational and maintenance procedures according to industry best practices and pre-established guidelines.
- Performs system backups, business continuity testing and recovery on all systems.
- Manage and maintain physical and virtual server and storage infrastructure and processes; coordinate preventative maintenance processes; maintain hardware maintenance contracts.
- Ensures data exchanges via web services meet service level agreements. Monitors system configuration and performance to ensure data integrity on transactional systems and remote data repositories.
- Implements security policies and configurations for desktops, servers, firewalls and other network devices.
- Ensures all systems maintain compliance with SSAE16 attestations and NAIC audits.
- Provides systems administration support for internal AAIS technology services including but not limited to MS Windows Servers, MS Windows Active Directory and the Amazon Storage Gateway backup service.
- Provides desktop computing and printer support as needed.
- Provide periodic reports of monitoring, asset status and expenses for all information technology.

Skills, Knowledge and Abilities

- Must have a strong working knowledge of common enterprise hardware platforms and operating systems, i.e. Linux and MS Windows.
- Must have a strong working knowledge of systems administration tools, services and practices for Linux, Microsoft Windows Server, and Active Directory. Red Hat Certified Engineer (RHCE) desirable.
- Must have a strong working knowledge of webservice interfaces and systems administration practices to ensure service levels are met for availability and reliability.
- Strong working knowledge of Amazon web services including EC2 and Storage Gateway and Virtual Private Cloud (VPC). AWS Certified DevOps Engineer certification desirable.
- Must have a working knowledge of system and software configuration management tools such as Elastic Beanstalk, Perforce, Git.
- Must have a working knowledge of best practices in systems security including monitoring and troubleshooting of unusual activity. Experience with Ichinga desirable.
- Must have the knowledge and experience to serve as a server and systems Subject Matter Expert (SME) on collaborative, Agile, projects with internal and contract technical staff.
- Must have a strong working knowledge of disciplined, systems administration best practices through all phases of systems development, testing configuration management and production deployment.

AAIS
Products and people you can rely on

American Association of Insurance Services
630.681.8347 | 800.564.AAIS | Fax 630.681.8356
701 Warrenville Road, Suite 100 | Lisle, IL 60532

www.AAISonline.com

- Must pro-actively stay current with information technology platforms, directions and upgrade paths. Curiosity and persistence in understanding new systems and technical issue resolution is a must.
- Demonstrated ability to meet deadlines and manage multiple projects in and Agile environment.
- Ability to work effectively with minimal supervision and work well with others to solve problems.
- Demonstrated ability to plan and implement routine upgrades, including documentation of new configurations and communication to stakeholders on potential impacts.
- Must be able to participate in agile project management teams using Rally and a ticket tracking system to reliably and report on project status and workload management.
- Strong communication and organizational skills.
- A commitment to customer service for both internal and external customers.
- Must be able to spend long hours at a computer workstation.
- Must be able to work flexible or extended hours as needed to meet deadlines.

Requirements

- Bachelor's degree and 6 years applicable work experience OR Master's degree and 4 years applicable work experience.
- Four years of experience managing 10 or more Linux servers in a Cloud environment.
- Experience with Linux LDAP configurations and secure authentication mechanisms. CISSP or CCSP certifications desirable.

Resumes to:

Karen Sheridan
Director, Human Resources
Karens@aaisonline.com