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IT Systems Engineer (Position Description)

About You

You're young (at least at heart), keen and passionate about IT. You've likely got a few runs on the board but are frustrated by the politics and speed of a large company. Or you've always been a DIY guy and are sick of running your own business. Either way, you know your stuff technically and are looking for the right environment to strut your stuff. You have an interest in people and management, but still want your role to be predominantly technical. You also like variety and don't want to be stuck doing one thing all day. If this sounds like you, we have the perfect job for you!

About the Job

We're looking for an IT Systems Engineer to work with us as we grow our business. You'll be doing a bit of everything, but mostly implementing our business and technical philosophies from a Systems perspective. You'll also act as a technical escalation point for our junior staff. We're a highly technical company, but we have an unusually strong focus on business outcomes. Your focus will be on managing critical business infrastructure for clients with up to 100 staff. You'll be a key tech person in our systems implementations, but will work collaboratively with other team members to come up with the right solutions and implement them.

A typical day may involve:

- writing a script to automate something that's been bugging you
- configuring and deploying a server (Gentoo Linux)
- providing 3rd-level support for hard/deep problems
- developing and refining 'images' for standard operating environments
- managing gentoo servers
- diagnosing windows servers
- configuring new systems (including researching price/performance, compatibility etc)
- acting as a technical mentor for our part-time staff
- going deep on a technical problem and emerging with the answer
- preparing a consulting report for a client
- developing systems designs for new prospects (i.e. pre-sales engineering)

About the Company

Philosophy

We believe in doing things differently – challenging the status quo and throwing Industries on their heads. We're in the process of doing that for IT right now. We've worked hard to perfect our service model which is predicated on taking responsibility and enhancing business value. You'll hear us talk about 'value' a lot and come to learn how we apply it to everything we do. You won't look at the world the same way afterwards.

Staff

We are rapidly growing and so far have a team of 7 people on board helping us with that growth. Both Directors have technical backgrounds so there's no PHB in sight. We approach problems from many angles, not just technical, and expect you to do the same. We use whiteboards to brainstorm and often favour pen and paper over complex technical systems. We enjoy being different – it's more than just personality, it's part of our strategy for long-term success.

History

We started CoreMind in early 2007, having got completely fed up with the frustrations of being independent IT consultants – working for corporate overlords, being stuck going nowhere as the only IT person in small companies or finding ourselves earning less as we learnt more. CoreMind is now in the position where it is growing with long-term clients converging on stable IT Infrastructure, and a number of exciting development projects in the works to significantly enhance the way our clients do business.

Clients

We currently have a growing number of clients signed up for our IT service offerings. They range from 2 to 80 staff in a number of industries across Melbourne. We will be aggressively growing our client base in the coming months.

Services

We help our clients mostly through the following services:

CoreServer	An integrated product & service bundle providing gateway, file-sharing, backup and more as a managed service
Contracted Support	Usually bundled with CoreServer, this is a half-way point between Casual Support (which we try not to provide) and a fully-managed Infrastructure (CoreInfrastructure)
CoreInfrastructure	End-to-end management of the entire IT Infrastructure, based on a Standard Operating Environment
CoreApplications	Custom business productivity and communication applications
Professional Services	for services that don't fall into one of the above baskets. Rates are usually higher due to a lack of systematisation across clients and knowledge sharing amongst staff.

Offices

We're located in Yarraville, so parking isn't a problem and there's a train station 800m away and a bus.

Requirements

Car & License

We need you to hold a current drivers license and have your own vehicle. A decent chunk of your time will be spent on client premises. It would help if it's reliable and doesn't announce its presence from kilometers away, but really anything will do.

Working Rights

You must have an appropriate Residency or Citizenship status that affords you the legal right to work full-time in Australia in an ongoing capacity.

English Skillz

You must have native-level English. We don't discriminate on race or gender, but we do discriminate against people who can't spell or construct grammatical sentences. Much of your role will involve communicating with people via phone, email, in writing and in person. You need to be able to write proposals that don't need editing for linguistic reasons. You don't have to be an essay master, but you do need to be able to string two sentences together without looking like the instruction manual to a 3rd-world rip-off of a consumer electronics device.

Availability

This role is full-time, but flexible hours are not only available but encouraged. We don't like our business clients suffering downtime, so many system installs and migrations happen after hours. We try to keep this balanced and planned out well in advance.

The most important selection criterion is that you've read the above information and thought "this has my name written all over it". That said, if you want more specifics on what we're looking for skills-wise, here you go:

Essential

- Outstanding communication skills in native-level English
- Excellent Windows troubleshooting skills (security, networking, applications)
N.B. You'll need to be comfortable in the Registry, understand roaming profiles etc.
- Well-developed business networking skills (not necessarily Cisco, but not just home-grade stuff either)
- Server experience (Linux or Windows as well as physical hardware)
- Self-motivated and showing initiative
- Ability to get to the crux of a problem quickly yet still solve problems "the right way"
- Ability to work both individually and in a team
- Technical depth – whatever you do, you know well
- Ability to maintain state on a large number of problems and systems at once

Desirable

- Domain knowledge of small business IT solutions (hardware, software, configuration)
- Linux administration experience
- Windows server administration experience
- Experience with server-grade equipment
- Experience with Standard Operating Environments
- Technical Report-writing skills
- Programming skills (RubyOnRails a big plus) and SDLC skills (requirements, design, testing etc.)

Salary

The salary for this position is negotiable based on your skills and experience. We look for the right people and the opportunity for best 'fit'. So if you're interested in the role but think you might have something different to offer from what's listed as the skills above, we may be able to mould the role to suit you. Similar, if you have more or less experience we can take that into account and structure something that will work for all concerned. Our company is striving for excellence and we need great people to make that happen.

N.B. We're not interested in people who are all talk and no substance, or people who insist on high value expense accounts and don't understand the real value of money. We're a small company, working aggressively on our growth and providing outstanding value for our clients. We work out of an office/warehouse which means our workplace is functional, not designed to impress. So if that fancy desk in your CBD office makes you feel like a better person, maybe staying in big corporate land is a better bet for you. We want the energetic, passionate, hungry people who are keen to get out into the world and make a difference. Suits are fine, so long as you're comfortable with all the guys in jeans around you.

Questions?

If you have any questions about this position please contact:

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