**Linux System Administrator**

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| **General Services** |  |
| 1st and 2nd Line Incident Management | Review and respond to User and Monitoring tool mails |
| 1st and 2nd Line Incident Management | Review and respond to device status reports |
| 1st and 2nd Line Incident Management | Review and respond to service now ticket |
| 1st and 2nd Line Incident Management | Review and respond to MS Teams calls |
| 1st and 2nd Line Incident Management | Review and respond to ACD calls |
| Request Management | Review and respond to User requests |
| Change and Problem Management | Plan and execute changes |
| OS Backup Management | Ensure monthly OS backups |
| Asset Inventory, Support Documentation and Spares Management | Maintain and update device support and spare records |
| Hardware Infrastructure management/support | Provide hardware support for window servers aand blades |
| **Specific User Services** |  |
| VWS Landscape infrastructure support | Provide system administration support to all users services |
| VWS Landscape user support | Provide system administration support to all users services |
| VWS Landscape - Deskside visits | Plan and complete Deskside visits where required |
| **Backend Services** |  |
| Standalone Linux System support - RHEL | Provide system administration support to RHEL infrastructure |
| Standalone Linux System support - RHEL | Provide user-related system support to all users of RHEL servers |
| Standalone Linux System support - Seismic Clusters | Provide system administration support to seismic cluster nodes |
| Standalone Linux System support - Seismic Clusters | Provide user-related system support for Seismic cluster services |
| **TOE Compliance** |  |
| Infrastructure / Platform | Ensure TOE compliance for infrastructure firmware |
| SuSE | Ensure TOE compliance for infrastructure Operating Systems |
| SuSE | 3rd Line activities to help ensure TOE compliance for infrastructure Operating Systems |
| RHEL VWS Blades | Ensure OS TOE compliance for Windows and RHEL VWS Blades |
| VWS Maintenance Window for Windows blades only | Ensure Monthly OS patching |
| RHEL Systems | Ensure TOE compliance for infrastructure Operating Systems |
| Seismic clusters | Ensure TOE compliance for infrastructure Operating Systems |
| **Support to other teams** |  |
| Project Activities | Provide support to project delivery |
| IT Clinic | Customer Engagement Sessions |
| Support to other suppoort teams (storage, linux, database) | Adhoc support team requests |
| Control ACD and Documentation Reviews | Process Documents |
| Compliance Remediations | Remediation of all events of interest on controls for SOx and Non-SOx assets |
| Vulnerability Remediations | Remediation of all events of interest on controls for D&M SOx and Non-SOx assets (5 controls) |
| Audit Response | Respond to Audit queries from LOD2 and External auditors |

**Linux System Administrator**

The Linux Systems Administrator is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure.  
This position assists project teams with technical issues in the initiation, planning and implementation phases with multiple departments, clients, and vendors. The Linux Systems Administrator will be involved in the continued implementation, rollout, maintenance, and support of all corporate software and servers and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values and enabling staff. The ideal candidate is a strong technology professional with experience in a variety of environments for server and application administration for all development, testing, and production systems.

The key responsibilities include:

* Ensure HSE goal zero is achieved in all aspect operations service delivery.
* Ensure that servers’ availability is within agreed SLA.
* Incident/Problem resolution on escalation from 1st and 2nd Line Support
* Ensure backup operations are up and running.
* Ensure adherence to established processes.
* Events and capacity management
* Operations support for Hosting and Storage projects
* Hosting and Storage infrastructure security monitoring and remediation
* Apply OS patches and upgrades on a regular basis and upgrade administrative tools and utilities. Configure / add new services as necessary.
* Develop, maintain installation and configuration procedures through the change management process.
* Participates in internal and client project planning for business systems and is relied upon to research and develop solutions/suggestions.
* Interface with hardware/software vendors to provide guidance on design and usability.
* Research and recommend innovative, and where possible automated approaches for system administration tasks.

Key Interfaces

* DBA & Middleware Team
* Hosting and Storage Project Team
* IT Security and compliance Team
* Subsurface and Wells Team
* Exploration, Geophysics and Reservoir Engineering Application Support Team

Job Dimension

* Works as part of a team that provides support for about:
  + Suse Linux servers and 2 support systems
  + Physical & Virtual Linux servers
  + Linux clusters with cluster nodes
  + VWS Linux and Windows Workstations

Job Purpose

* Provide technical expertise for RedHat Linux
* Provide technical expertise for Suse Linux
* Provide infrastructure support for Linux based applications.
* Provide infrastructure benchmarks and ensure projects are delivered to operations specification.
* IT security and compliance management

Special Challenges

* Understanding of Operations Delivery process
* Understanding of Enterprise Services, Delivery Verticals, Business Interface and IDSO
* Understanding the nature of cross function reporting and communication
* Understanding of virtualization technologies with focus on VMware vSphere

**Qualifications**

Education & Experience

* A degree in Computer Science, Information Systems, physical sciences, or Engineering.
* Ability to speak read and write in the English language.
* At least 5 years’ experience in Systems Administration within the Unix or Linux environment
* Formal Professional Training and Certification in **RHCE** and **ITILF** will be added advantage.
* Formal Professional Training on Linux System Administration & Troubleshooting and IT Service Management skills.
* Experience in working with or a good awareness of NetApp Storage Infrastructure.
* Has excellent project management skills to build and execute project plans for system upgrades, patches, rollouts, etc.
* Good understanding of the EP business
* Good understanding of the trends in the IT industry
* Ability to lead and manage third party personnel.
* Ability to manage relations with peers and senior EP business managers effectively in various organisations.
* Strong interpersonal skills, which are critical and required to develop the professional respect essential for successful performance.
* Natural flair for documentation and knowledge sharing
* Ability to communicate with and understand the needs of clients.