

Senior Linux Admin - L3 support

About Rekall

Rekall provides L3 level support to various organizations and educational institutes. It specializes in automation of IT Infrastructure management. Rekall already has clients such as IIIT-Hyderabad, Purpletalk and established US based companies. More information can be found at its website <http://www.rekallsoftware.com/>

Job Description

Senior Linux Admin for L3 support position is expected to:

- Manage linux servers such as DHCP, DNS (Bind), Proxy (Squid), Email (Dovecot, Postfix, Squirrelmail, Roundcube, Zimbra), Firewall (iptables), Web server (Apache), Database (MySQL, PostgreSQL), Backups (rsnapshot), Monitoring (Nagios, Cacti), Security (OSSEC), Documentation (Mediawiki), VPN (openvpn), LDAP (389-DS, OpenLDAP), Virtualization (OpenVZ, lxc, KVM, Xen) etc.

Candidate is not expected to know about all these servers or technologies before hand. Knowledge of some of these existing technologies or alternatives, such as nginx instead of apache, along with quick learning ability is expected.

- Troubleshoot problems with deployed servers or perform new deployments from scratch. Both troubleshooting and bootstrapping require proper understanding of inter-dependencies between various services. This is a key-requirement from an L3 engineer. A solid foundation in Computer Science principles in terms of filesystems, processes, network-stack, protocols, etc. is necessary for a candidate to be able to perform as per expectations at senior position.
- Ability to understand client requirements, suggest possible issues with current setup, present new architectures, migrate from existing setup to new setup with minimum downtime and **no loss of data** is critical.
- Good communication skills both verbal and written are necessary for reporting.
- Team work and leadership skills are required to work with team of L1/L2 engineers to prepare them for L3 support activities in future.

- The task may require travel to different cities for days to a weeks duration to setup infrastructure, participate in meetings and discussions, etc. Later on ability to support entire infrastructure remotely over VPN, SSH with just shell-commands without relying on GUI or direct access is necessary.
- Since root access and passwords or keys or various clients would be with L3 engineer. He/She is expected to keep confidential data securely and not disclose any private information to outsiders.
- Ability to automate tasks with programming (Shell scripting) or configuration management tools (Ansible, puppet), etc. is preferred.
- Ability to work with AWS etc. cloud platforms is preferred.

Candidates are requested to keep information which proves them suitable for listed requirements handy while applying for position. The selection process will be completely hands-on where candidate would be required to setup multiple inter-dependent services or troubleshoot issues with test scenarios. Referring to personal documentation, man pages or Internet while resolving issues is acceptable (or perhaps even encouraged).

Working environment

Working environment at Recall is as follows:

- Everyone in L3 support team is a Senior SDE or Senior DevOps/SysDev Engineer or Senior Systems Administrator with decade of production experience. Thus, you will be working with like minded talented people with huge opportunity to learn from each other.

There are no non-technical admin managers, HRs or even accountants at Recall. All work at Recall is handled directly by qualified engineers. This ensures that no one comes in your way and that all expectations and timelines are realistic.

At Recall we do not make unreasonable promises to clients and then force engineers to somehow deliver them. We are upfront with client, especially about things we do not know or things that we have not tried in production, without worrying about any financial implications or reputation.

- You will enjoy significant freedom and autonomy in your work.

- You will have opportunity to work on cutting edge open source tools and technologies. At Recall almost all of our work or deployment is based on free tools with no restrictions. Thus, there are no frustrating license issues or costs.
- You will be encouraged to explore new tools and technologies and deploy them in production for clients benefit and for your own personal learning.
- An all-round growth with learning of diverse tools is encouraged. You will not be allocated a specific role (eg database administrator) where you cannot explore other areas.
- Recall is associated with many institutes and has training programs of its own. So you can attend University programs or offer to teach courses, whatever your calling is. This will help build your network via interaction with various students and professionals on topics you are passionate about.

Compensation

Compensation is no bar for a deserving candidate. Although Recall is a start-up, our salary packages are equivalent or higher than well established companies for similar expertise.

Job location

Gachibowli, Hyderabad

How to Apply

Send your updated resume with a brief SOP & current / last job offer letter to contact@recallsoftware.com.