

**Company:** iControl Networks ([www.icontrol.com](http://www.icontrol.com))

**About iControl:**

iControl Networks is a venture-backed software and services company providing interactive solutions defining the broadband home management market. The iControl OpenHome™ Software Platform, an award-winning solution that has made the Connected Home a reality, enables home security companies, broadband service providers and utilities to offer the next generation of home management, security and connectivity to their customers. Investors in iControl include ADT, Charles River Ventures, Cisco, Comcast Interactive Capital, GE Security, Intel Capital and the Kleiner Perkins Caufield and Byers iFund. For more information, please visit [www.icontrol.com](http://www.icontrol.com)

**Title:** Senior Systems Engineer

**Department:** Production Engineering

**Reports to:** Production Engineering Manager

**Classification:** Salary, Exempt

**Location:** Redwood Shores

**Essential Duties and Responsibilities:**

This position is a hands-on customer facing role participating in the definition and development of customer specific application requirements and supporting documentation. Excellent customer service and effective communication skills (written and verbal) are basic components of the job. While customer interaction is a main focus of the Production Engineering organization, internal coordination between other iControl organizations is required. Additionally the Senior Systems Engineer will own tasks to resolution; interfacing with customers, developers, sales and support to escalate, reproduce, validate, perform training, debug or deploy software. The ideal candidate is a technically sound, result driven professional with a strong operational background and impressive analytical ability.

- Provide 24x7 Remote Hands and On-Site Escalation Support
- Create and maintain technical documentation for operational readiness
- Participate in on-call escalation rotation
- Build, tune, troubleshoot and document systems in high availability clusters
- Create and maintain security best practices
- Build and maintain RPMs and Custom Package Repositories
- Configure and maintain networking equipment, including load balancers, firewalls and switches
- Deploy application servers in a cluster configuration
- Create and maintain production tools for day-to-day operations and 24x7 monitoring

### **Job Knowledge, Skills and Abilities:**

- Production datacenter based Linux/Unix expert familiar with modern industry best practices
- Strong interpersonal skills to coordinate with other organizations across the business while managing customer expectations.
- Apache/Tomcat, Weblogic, Java Configuration, Troubleshooting and tuning of Web Applications
- High Volume Web Services (streaming media a plus)
- Experience with scripting (perl/awk/shell/etc...)
- Solid Understanding of Service Monitoring, KPI, SLA, Disaster Recovery, RTO and RPO
- Working knowledge of Client/Server Architectures, High Availability and 3-Tier Systems
- Experience with VMware and VCenter; architect, install, manage, clone, integrate and monitor
- Experience with Network Storage, Replication and Backups (SAN, iSCSI, NFS, etc.); EMC desired
- Experience building and operating a data center production environment
- Knowledge of systems management concepts, processes and standards
- Experience with capacity/performance management and tuning
- Experience with firewalls, VPN, routing, switching, load balancers, monitoring, security and DNS
- Experience with Oracle and Hardware configuration (greater than 1TB)
- Familiar with svn, jira, confluence, crowd and other Atlassian products
- Experience with Fortune 500 Policies, Procedures and Dynamics
- Must demonstrate knowledge of Software Lifecycles and QA Procedures

### **Education and Experience:**

Bachelor's degree in computer science, related field or equivalent work experience preferred

Minimum 7 years work experience

RHCE required, other certifications a plus, RHCA desired

### **Supervisory Responsibilities:**

- N/A

### **Physical Demands:**

- Required to lift servers (less than 60 pounds)

### **Work Environment:**

- Up to 20% travel required
- Required to lift servers into racks
- Required to perform other duties as requested, directed or assigned.
- Required background investigation ([www.hireright.com](http://www.hireright.com))
- Office in Redwood Shores, CA