Systems Administrator
2018

DION
POWERING FINANCIAL SOLUTIONS

dionglobal.com

About Dion

Dion Global Solutions is a global trusted technology provider to the financial services industry, providing solutions to retail, commercial banks, institutional traders, investment banks, private client wealth managers and stockbrokers.

In the UK, we have expertise in building solutions for wealth management and we have been supporting the growth of several wealth management firms in the UK for over thirty years. Over the years, the solution has evolved to automate the complete front to back office processes within a wealth management firm. Most recently, our Wealth Intelligence Platform (WIN) introduces new modules and incorporates many of our award-winning solutions hosted on the Amazon cloud (AWS) accessed via the latest browser-based presentation layers.

We are dedicated to using the latest technology and methodologies to provide solutions to our clients and equally exciting development opportunities for our staff. We have a relaxed, entrepreneurial feel embedded in a strong history in the wealth management space. We enjoy a flat organisational structure which allows us to employ talented people to work together and progress within the company and our open culture encourages new ideas and driving improvements for the business and the wealth management industry needs.

The Role

We're looking for a talented system support specialist to maintain, develop and secure our cloud hosted and on-premises systems.

Working as part of the Technical Services Team the systems administrator will provide technical systems engineering support to both internal and external clients with respect to systems owned or Facilities Managed by Dion Global Solutions.

Responsibilities

- Installation, commissioning and configuration of hardware per agreed design specifications.

- Liaison with third party maintenance organizations.

- Operating System installation, commissioning, configuration and patching.

- Communications and network systems installation, commissioning and configuration.

- Configuration and management of storage devices to meet the capacity, resilience and performance objectives of the system design.

- Configuration and maintenance of monitoring systems to provide appropriate alerts and reports on systems health, performance, capacity, resilience, bandwidth, backups, security, DR readiness and other parameters as deemed necessary to meet the goals and contractual obligations of Dion.

- Build and maintain application and database environments as directed for assigned sites both internal and external.

- Ensure appropriate design, script and code consistency is implemented across the installed base and to maintain support discipline per Technical Services standards.

- Implement and manage the backup/recovery strategy as applicable to the site and according to Technical Services standards.

- Implement and manage those elements of Disaster Recovery replication strategies relevant to Systems Administration and the objectives outlined in the SLT and related Disaster Recovery documentation.

- Undertake appropriate capacity and performance forward planning for all assigned systems and report with recommendations to Dion management on same in a timely fashion.

- Maintain security management processes for all assigned systems.

- Develop and maintain procedural documentation describing system, application and database administration processes used on assigned sites.

- Provide advice to Dion management regarding issues relevant to the efficient administration of client's systems.

- Provision of account development activities. This will include the identification of opportunities and definition of requirements.

- Provide technical guidance to Dion management to ensure close alignment between customer/industry needs and Dion's strategic direction.

- Provide technical training to customers and colleagues as directed.

- Maintain an awareness of work that is chargeable on a Time and Materials basis. Record such time and material work with appropriate detail such that it may be reported in a timely fashion for regular billing.

- Provide other such reporting as may be required by Dion management.

- Research on-going security and networking concerns, practices and technologies to ensure we remain up to date

- Contribute to development of our cloud-hosted systems to ensure good security practices are in place

- Provide second line technical support for networking and security related issues

- Design and implement new solutions and improve resilience of the current environment.

- Maximise network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with other technical colleagues on network optimisation.

- Provide training, handovers and documentation on new systems and technologies and troubleshooting

- Undertake capacity management and audit of in house on premises and cloud hosted IP addressing schemes.

- Provide on-call support for upgrades and issues where appropriate

- Remotely connect to client sites to investigate technical issues

- Provide continuous support for clients by communicating via telephone, email and our call logging system

- Occasional travel to client sites within the UK may be required for consultancy on network and security issues

- Liaising with third party hardware manufacturers for escalation of hardware issues

- Design and implement news solutions and improve resilience of current environment

- Report network operational status by gathering statistics.

- Secure network systems by establishing and enforcing policies and defining and monitoring access.

Personal Skills

- A strong, organised and proactive approach to problem solving

- Ability to learn quickly and adapt to different situations

- Strong analytical skills with the ability to perform research, investigation and testing

- Strong written and oral communication to support the knowledge transfer of new systems and processes

- Strong team player and able to take personal responsibility for work

- A keen interest in new technology and building stable solutions around it

Essential Skills

- Solaris

- Shell script

- Dion product environmentals

- TCP/IP routing and switching protocols

- Generic Intel x.86 server hardware

- Linux (Red Hat)

- MS Windows server administration

- VMWare administration

- Amazon Web Services (AWS)

  AWS Elastic Cloud Compute

  AWS RDS (Oracle)

  AWS Route53

  AWS VPC

  AWS IAM

  AWS EFS

- Network Administration (Cisco/Juniper)

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- Proven experience in a network management, security or relevant infrastructure experience especially in a cloud hosted environment.

- Experience in configuring LAN/WAN/VOIP/QOS network devices including routing and switching equipment.

- Managing and administering clustered firewall environments including policy based routing and BGP.

- Experience with AWS or competing cloud services

Desirable Skills

- IT related degree ideally specialising in IT system administration.

- Experience maintaining Windows/Linux operating systems

- Configuring and maintaining networking/firewall infrastructure

- Configuring and managing Cloud services especially AWS networking and security infrastructure

Requirements

- The role is full-time
- The role is based in Kuala Lumpur
- The role involves out of hours rota, on-call and occasional travel