



## Position Description for Systems Engineer (Web Infrastructure)

Approved Date: September 23, 2008 FLSA Status: Exempt  
Revised Date: Salary Grade:  
Location: Pasadena, CA  
Typically Reports to: Director of Technical Operations

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### **Summary**

VantageILM is the leading provider of integrated lender management (ILM) solutions for automobile finance firms, banks, leasing companies, and credit unions. We are a multinational firm specializing in enterprise-wide operations, portfolio, and management solutions that extend the reach of strategic business information into all aspects of business operations.

VantageILM is an exciting, fast-growing firm seeking to double in size in the next year. We offer entrepreneurial individuals the opportunity to grow with us and share in the rewards. We are looking for passionate, self-motivated, talented, and energetic professionals to join our team.

The Systems Engineer is a hybrid position that will primarily be responsible for planning and deploying the internal and production releases of our high-availability web products, but will also be responsible for the management of network and operating systems, database servers, virtualization, web service and information security related to our corporate and production systems.

### **Essential Duties/Responsibilities**

#### **Deployment / Configuration**

- Manage and control the continuous SDLC release promotion cycle (manually short-term, through automation long-term) including the following environments: migration, engineering, quality assurance, training, sales, user acceptance testing, staging and production
- Work with other team members in Operations, QA, and Product Management to plan the deployment of software releases and continuously improve the web infrastructure configuration processes
- Work with Operations management to analyze, plan and develop the run-book automation related to the software deployment processes and supporting infrastructure
- Develop deployment scripts on a lifecycle automation platform for the orchestration, integration and automation of build promotions and software releases
- Author internal documentation, such as environment diagrams, installation/configuration documents and release notes.
- Deploy web products built on the Microsoft stack, including Windows 2003, IIS 6.0, MSMQ, SQL Server 2005 and other third party components and services.
- Deploy SQL Server data patches to multiple environments.
- Assist in establishing and implementing configuration management program and policies.
- Troubleshoot and debug environment and infrastructure problems found in the production and non-production environments.
- Assist in the management and support of product integration services with multiple business partners, including real-time web services and batch processing.

#### **Systems Engineering**

- Assist in managing the corporate systems in a racked Windows/Intel environment, including the following: Windows 2003, Windows XP, Active Directory, MS Exchange, MS Terminal Services,

DNS services, spam filters, intrusion detection systems, Cisco VPN and firewalls and VMWare servers.

- Automate systems monitoring tasks using standard monitoring tools.
- Server hardware provisioning including configuration and deployment.
- Data backup management, scheduling and reporting for both internal corporate systems and data center (NOC) systems.
- Build and deploy virtualization servers for corporate and data center environments.
- Troubleshooting and support corporate operations such as corporate web sites, SFTP sites, ticketing system sites, test management suite and SMTP services.

#### **Candidate Profile**

- Must have a high level of comfort working in a rapidly changing, fast-paced start-up environment.
- High competence, with a track record of strong problem solving.
- Highly motivated, experienced, resourceful and efficient with a “Can Do” attitude.
- The candidate must be able to learn quickly, work in a fast-paced, team-driven environment and have the ability to communicate well with technical and non-technical personnel.
- Willing to work after hours and weekends (as needed) in order to deploy product releases in predefined, maintenance windows.
- Customer centric attitude with experience executing deployments and troubleshooting in a 24/7 production environment.
- Strong work ethic is a must.
- Must be self-motivated, eager to learn and willing to take direction.
- Organized and detail-oriented, with demonstrated analytical skills.
- Strong interpersonal and communication skills with the ability to assess and clearly communicate technical and project risk.
- Must be able to multi-task, manage details, and keep sight of overall objectives.

#### **Level of Supervision**

None to start, but may change over time.

#### **Education/Licensing/Experience Requirements**

##### **Education and/or Experience**

- BS degree in Computer Science, MIS or technical discipline
- 4+ years experience supporting complex networks with Microsoft servers, Cisco firewalls, VMWare, HTTP/S, TCP/IP, Active Directory, MS Exchange, MS Terminal Services, DNS services, spam filters, and VPN management.
- 3+ years experience in managing Microsoft-centric web deployments with clustering technologies
- 4+ years experience supporting enterprise class applications in production environments

##### **Certificates, Licenses, Registrations**

- MCSE certification is desirable

#### **Knowledge and Skills**

- Proven track record of implementing highly complex web products
- Detailed knowledge of Windows operating systems and tools
- Basic knowledge of SCM (software configuration management) products such as Subversion or CVS
- Heavy experience working in a virtualized environment (e.g VMWare) is required.
- Working knowledge of web services, web application development, MS SQL Server, MSMQ, multi-tier application systems,
- Solid foundation in understanding and executing SQL queries, data patches and service packs
- Knowledge of software configuration, source control, build engineering, scripting and system administration is required.
- SaaS (Software as a Service) experience is a plus.
- Consulting experience is a major plus.
- Mastery of English with strong verbal and written skills are a necessity

**Travel Requirements**

None

**Physical Requirements**

While performing the duties of this job, the employee is frequently required to stand; walk and sit. The employee must occasionally lift and/or move up to 25 pounds

**Application Guidelines**

Please send resume and cover letter to [careers@vantageilm.com](mailto:careers@vantageilm.com). Please no phone calls or recruiters.