



JOB DESCRIPTION

Job Title: Linux / Database System Administrator

Department: Technology Integration

Location: Invera Westmount

Reports To: Jason Couto

Role Summary/Purpose

Embark on an exciting journey with Invera Inc., a company dedicated to creating cutting-edge Software as a Service (SaaS) solutions for the metal industry. We are looking for a skilled Linux / Database System Administrator to take on a significant role within our vibrant team and provide technical assistance to our internal staff and customers.

In this role, you will be responsible for diagnosing and resolving various issues related to the Linux operating system, PostgreSQL databases, and associated third-party software. You will communicate with customers via phone, email, or chat as part of the troubleshooting process and to ensure their satisfaction with each problem's resolution.

APPLY NOW!

Send your resume to
careers@invera.com

Job Responsibilities

(include but not limited to):

- Respond to customer inquiries and requests regarding IT issues and provide timely and effective solutions.
- Diagnose and troubleshoot issues related to Ubuntu Linux operating system and PostgreSQL databases.
- Install, configure, and update computer systems and applications according to customer needs and specifications.
- Document and report IT incidents, problems, and solutions in a clear and concise manner.
- Escalate complex or unresolved issues to senior IT staff or vendors as needed.
- Provide training and guidance to customers on how to use IT systems and applications properly.
- Communicate effectively with stakeholders and customers.
- Demonstrate excellent soft skills relating to time management, mentoring, and teamwork.
- Always maintain a high level of customer service and professionalism.

Essential Skills and Qualifications

- Bachelor's degree in computer science, Engineering, or a related field.
- Have at least 2 years of experience in an IT support or customer service role.
- Excellent knowledge of the Ubuntu Linux operating system.
- Strong understanding of database environments such as PostgreSQL.
- Familiarity with common software applications such as Microsoft Office.
- Working knowledge of network protocols, devices, and security standards.
- Ability to troubleshoot and resolve technical issues independently or as part of a team.

Physical Demands

- Extended use of keyboard and computer

Preferred Qualifications

- Proficiency with the Windows operating system.
- Knowledge of advanced networking concepts (e.g. dynamic routing protocols, VLAN segregation, etc.).
- Proficiency with scripting languages.
- Understanding of cloud computing concepts and paradigms.
- Familiarity with Android and iOS.
- Bilingual in French and English.

Working Conditions

- Position is based out of Invera's Montreal office.
- Standard hours are 9 – 5 PM Eastern.
- Occasionally will be required to work beyond regular office hours to complete critical assignments.