

Linux/Database System Administrator

Permanent full-time position

On-site work environment

ABOUT US

Invera is the world's largest provider of Enterprise Resource Planning (ERP) software to the metals industry, with over 120 employees in the United States, Canada and the United Kingdom. We specialize in creating software products tailored to the intricacies of the metals industry, ensuring a seamless blend of speed and user-friendly design.

Invera offers metals customers an unparalleled level of proven product reliability and commitment to long-term innovation. We provide our customers with a unique and competitive advantage by delivering state-of-the-art turnkey solutions designed for the industry, including sales, purchasing, receiving, inventory management, multi-step production, production scheduling, delivery and logistics planning, and financials.

Invera's metals software products have been implemented worldwide in multiple languages in the USA, Canada, Mexico, the UK, Europe, Dubai and Singapore.

JOB OVERVIEW

We are seeking an experienced Linux/Database Administrator to play a key role within our dynamic and collaborative team. Reporting to the Manager, Technical Development, you will be responsible for proactively monitoring and maintaining Invera's network infrastructure to ensure optimal performance, reliability, and security.

In this role, you'll collaborate closely with other team members to design, implement, and manage a robust, scalable network supporting Invera's ON-DEMAND SaaS offering. You will diagnose and resolve issues related to the Linux operating system, PostgreSQL databases, and associated third-party software, while providing exceptional technical support to both internal staff and customers. Effective communication via phone, email, or chat will be key to ensuring timely resolution and customer satisfaction.

PRIMARY RESPONSIBILITIES

- Respond to customer inquiries and requests regarding IT issues, providing 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 the proper use IT systems and applications.
- Communicate effectively with stakeholders and customers.
- Demonstrate excellent soft skills related to time management, mentoring, and teamwork.
- Consistently maintain a high level of customer service and professionalism.
- Must be available to participate in an after-hours support rotation and, when necessary, work beyond regular

office hours to complete critical assignments.

QUALIFICATIONS

- Bachelor's degree in Computer Science, Engineering, or a related field.
- Minimum of three (3) 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.
- Proven ability to troubleshoot and resolve technical issues independently or collaboratively.
- Strong communication, interpersonal, and problem-solving skills.
- Customer-oriented mindset and eagerness to learn new technologies.
- Bilingualism (English and French) with proficiency in written and spoken English.

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.

WHAT WE OFFER

A competitive compensation package and a full range of benefits (group medical, dental and vision insurance, short-term and long-term disability insurance, RRSP/DPSP retirement plan). A collaborative, inclusive and flexible work environment with opportunities for growth and development.

HOW TO APPLY

Qualified candidates are invited to submit their resume and cover letter to: careers@invera.com.

While we thank all candidates for their interest, only those selected for an interview will be contacted.

Invera is an equal opportunity employer and encourages applications from all qualified candidates.