



## **TECHNICAL SYSTEMS ADMINISTRATOR – IBM I ENRICH SOFTWARE**

AccessHR is excited to partner with Enrich Software for the recruitment of a Technical Systems Administrator for their Technical Team. This is a full-time, permanent position and individuals must either be located in the Greater Calgary Metropolitan Area or be excited to move to the area.

### **ABOUT ENRICH SOFTWARE**

Enrich Software is the leading North American vendor and developer of Enterprise Resource Planning (ERP) software for the full-service Truck Leasing industry. Enrich is also a leader in Asset Management & Maintenance software solutions for professional fleet management and provides consulting, business process solutions, and hosting services (SaaS) in support of software solutions.

Customers are full-service lease and rental companies, owners of private fleets, and common or dedicated carriers. Enrich improves their ability to provide outstanding customer service and maximize their bottom line. Founded in 1990, the company maintains its corporate office in Calgary, Alberta, and has installations throughout North America and in Australia.

### **POSITION DESCRIPTION**

Due to a Technical Team expansion, we are recruiting for a Technical Systems Administrator – IBM i. This individual will join a truly collaborative team and will support our Software as a Service (SaaS) infrastructure.

As a member of our Technical Team, you will provide support for our production and disaster recovery configurations on IBM Power hardware, including IBM PowerVM for fully virtualized IBM i and Linux partitions. You will manage two identical IBM Power Server stacks configured with up-to-the-second IBM Global Mirror SAN replication software, ensuring 24 x 7 data availability.

A clear differentiator is that this is not a plug and play role! This position is well suited for an independent go-getter who loves to diagnose and resolve issues. The successful candidate will also relish building cohesive relationships with team members and delivering memorable customer experiences.

Ultimately, we are seeking an individual with a combination of technical expertise, outstanding problem-solving abilities, and high emotional intelligence.

### **KEY DELIVERABLES**

- **Production & Disaster Recovery:** Configure and optimize IBM Power hardware to support production and disaster recovery configurations, ensuring seamless integration with IBM PowerVM for virtualized partitions.

- **Data Replication:** Configure and maintain IBM Global Mirror SAN replication software on two identical IBM Power 10 Servers, ensuring up-to-the-second data replication for disaster recovery purposes.
- **System Health:** Implement performance tuning measures to maintain optimal performance and reliability of network, firewalls, and systems, including storage performance on IBM SVC / FS7200 SAN.
- **Backups:** Maintain backup plans and procedures; IBM i data using BRMS and Linux data using Storix.
- **Troubleshooting:** Investigate and troubleshoot technical service tickets; diagnose root causes and implement corrective actions.
- **Updates & Upgrades:** Evaluate, recommend, and install software patches, updates, and upgrades to IBM Power Systems, virtualized partitions, and associated software components.
- **Documentation:** Maintain accurate and up-to-date documentation of system and storage configurations, backup and disaster recovery procedures, and security policies.

## QUALIFICATIONS

- **Technical Expertise:** Comprehensive understanding and experience administering IBM Power Systems including installation, configuration, and troubleshooting.
- **Hardware Expertise:** Extensive knowledge of IBM Power hardware including IBM Power 8, 9, or 10 and IBM PowerVM.
- **Software Experience:** Experience with SAN replication software, particularly IBM Global Mirror, for disaster recovery purposes.
- **System Administration:** Expertise in IBM i (OS/400) operating system administration; familiarity with IBM BRMS for IBM i backup.
- **Communication and Collaboration Skills:** Demonstrates active listening skills and clearly communicates with clients; takes initiative and is self-reliant, with the ability to know when to proactively seek help.
- **Problem-Solving:** Ability to probe and ask questions to get to the root cause of issues; uses sound judgment in decision-making process.
- **Adaptable and Versatile:** Thrives in a client-centric environment where client issues immediately become the number one priority.
- **Independence:** Enjoys working autonomously with limited supervision; appreciates the opportunity to take initiative and be flexible; also appreciates being part of a team!

## EDUCATION & EXPERIENCE

- Forget years of experience; we want an expert in Technical Systems Administration. Show us how you can wow us and our clients!
- Undergraduate degree or equivalent expertise in Computer Science, Information Technology, or related field.

## ASSETS

- Knowledge and/or experience with Linux administration and backup software, preferably Storix.
- Knowledge and/or experience with storage administration and SAN technologies, particularly IBM SVC / FS7200.
- IBM Certified System Administrator - IBM i.

## WHAT WE OFFER

- Competitive compensation package includes generous base salary, extensive health care benefits, and paid time off.
- Truly collaborative, supportive, and fun place to work where you have a direct impact on organizational success.

## POSITION REQUIREMENTS

- Flexibility to regularly be on call and work off-hours.
- Must be located in Greater Calgary Metropolitan Area with ability to drive between data centres, head office, home office, and tape storage facilities.
- Exceptional English language skills including writing, reading, and speaking.

## APPLY

Interested candidates are invited to apply with a cover letter and resume to [Link Required](#). **Please note that the position posting will close at 8:00 pm on October 28<sup>th</sup>, 2024.**

All applicants will receive a personalized response and candidates under consideration will be contacted directly. Please be advised that applications will be monitored daily, and interviews may be scheduled throughout the posting period.

We encourage applicants from diverse backgrounds to apply as Enrich Software is committed to offering a diverse and safe workspace free from discrimination. All applicants are considered regardless of age, gender, race, disability, sexual orientation, gender identity or expression, and religious beliefs.