

Position: Infrastructure and DevOps Engineer

C2IT Consulting, Inc. (“C2IT”) is a central-Indiana based technology firm with over 20 years’ experience in helping organizations achieve more with tech. C2IT designs, builds, and supports data-driven mobile apps, websites, and technology solutions. We increase efficiency and accuracy, save our clients time and money, and integrate technology platforms in ways never imagined.

The Infrastructure and DevOps Engineer will play a key role in multiple lines of business at C2IT. We have a wide variety of clients for which we provide day-to-day technology support, services, and consulting. Servers, networks, and cloud-based infrastructure are a large part of these services, and the team member chosen for this position will work to maintain, support, and continually improve these systems for our clients. We also host and maintain a number of servers for the mobile apps and websites we build and support for our clients, and this individual will be responsible for much of their care, including databases, security and operating system upkeep, and other improvements.

Role Description

The Infrastructure and DevOps Engineer (“Candidate”) will be responsible for understanding, maintaining, and continually improving the servers, networks, and cloud services that keep our and our clients’ operations running smoothly. This role includes:

- **Documenting** key infrastructure components of C2IT client technology systems, including servers, network hardware, wireless systems, and cloud services.
- **Maintaining** client infrastructure systems, including the development and implementation of a proactive maintenance schedule
- **Supporting** client infrastructure systems when issues arise, including those known and those that arise unexpectedly and result in an urgent need for resolution.
- **Discovering and Prescribing** improvements and changes to client and prospect infrastructure needs within the context of project scope, budget, and Client expectations.
- **Working with the IT Services Team** for day-to-day support and project work including tasks that may not be directly related to the core functions of this role.

C2IT is a rapidly developing and growing business, and there are tremendous opportunities for this role to transition into a long term and vital role of design, management, and leadership within our organization.

We are looking for a candidate who is keen to contribute ideas, loves finding interesting, brilliant, cost-effective solutions and above all loves working with clients and contributing to their success.

The businesses we support incorporate a wide variety of infrastructure components - servers, networks, cloud services, and custom software/database hosting to name a few, so a willingness and excitement to explore new ways to use what we can do to help others is paramount to our overall success.

Job Description

Primary Responsibilities

- **Documenting** key infrastructure components of C2IT client technology systems, including servers, network hardware, wireless systems, and cloud services.
- **Maintaining** client infrastructure systems, including the development and implementation of a proactive maintenance schedule
- **Supporting** client infrastructure systems when issues arise, including those known and those that arise unexpectedly and result in an urgent need for resolution.
- Working with C2IT's custom development and web design team to proactively **care for C2IT's own infrastructure** including networks, hosting solutions, and cloud-based services.
- **Discovering and Prescribing** improvements and changes to client and prospect infrastructure needs within the context of project scope, budget, and Client expectations.
- **Working with the IT Services Team** for day-to-day support and project work including tasks that may not be directly related to the core functions of this role.
- **Investigate** client needs and wants and work alongside the sales team to clearly articulate goals, objectives, and high-level needs
- **Gauge** the size of projects from the concept stage and assist the sales team and project manager with the creation of project plans, prototypes, and/or proof of concept endeavors.

Other Responsibilities

- Review and develop best practices for deploying custom software solutions and mobile apps, including Azure rollouts and continual delivery.
- Review and develop best practices for maintaining and managing staging and development environments for the websites we host and maintain.
- Ensure all client and C2IT infrastructure is properly documented and well-organized.
- Develop and maintain disaster recovery plans for C2IT and our clients.
- Contribute to selection and upkeep of architecture, design, development, and documentation tools and standards used within C2IT.

Qualifications

Required

- 5+ years experience in IT, Computer Science, or related field
- Experience with Windows Server maintenance, upkeep, and troubleshooting.
- Experience and advanced knowledge with setup, configuration, securing, and maintaining commonly used networking firewalls and networking devices - Fortinet, Ubiquity, Watchguard, Cisco, etc.
- Tech-savvy with proven experience as a knowledgeable manager of infrastructure and technology environments.
- Willingness to work with a wide variety of infrastructure components including multiple brands of network devices and servers
- Ability to document existing infrastructure components in written and organizational form, along with skills for identifying, recommending, and implementing improvements.
- Excellent listening and communication skills, both in-person and via electronic mediums
- Keen attention to detail, memory of patterns, and interest in problem-solving
- Ability to work within the operations team to standardize and document IT Services policies, processes and procedures
- Ability to take large problems and break them down into specific tasks that can be managed, documented, and completed.
- A willingness to speak your voice and share ideas with the entire team, including ownership, about on-target and off-target opportunities
- A willingness to be persistent and commit to personal growth

Nice to Have

- Experience with commonly used **C2IT networking platforms** - Fortinet, Ubiquity, Watchguard, Cisco, NetGear, etc.
- Experience with Virtual Server environments including HyperV and VMWare
- Experience with Remote Management and Monitoring tools, group policies, and software distribution / rollout scripts.
- Experience with **Azure application hosting** for web sites and databases
- Experience with **Azure virtual server and network hosting**

- Experience with **WordPress website hosting** and optimization
- Experience with **SQL Server database** creation and care
- Experience with **IIS web server** creation and care
- Experience with mobile app application publishing and development environment integration with publishing console.
- Experience with cloud-based modeling tools
- Experience with project management and issue-tracking tools

Interpersonal Skills

- Goal-driven performer
- Excellent communication skills with the ability to communicate complex solutions to a client in simplified terms and linking the solution to business values
- Highly motivated self-starter focused on producing results that matter
- Willingness to use an existing toolbox of infrastructure management tools, but also a willingness to contribute and suggest alternatives as they are available
- Ability and willingness to work alongside outside vendors, developers, and partners
- Ability to learn on-the-fly, whether by independent research, proof of concept development, or working together as a team
- Team player with a strong desire to achieve personal growth while being a part of something bigger than one's self

About C2IT

C2IT creates and implements technology solutions for small scale organizations with an economy of scale that typically only larger companies can afford. We accomplish this through strategic partnerships with innovative first clients and a future-focused product life-cycle that consistently produces new lines of business and propels the company into new niches, markets, and industry.

At C2IT, we not only help small-scale organizations - we ARE a small-scale organization. Born out of a vision to help “the little guy” do more than he ever imagined he could, we too know how important it is to build a team that truly works together. Our small staff is highly cross-trained, works together on every project, and this provides great opportunities for continual growth and advancement within our business.

If you have an interest in professional growth while becoming an integral part of a growing business, it's time to consider joining C2IT Consulting, Inc.

For more information about our company, please visit www.c2itconsulting.net.



To submit your resume, please send it along with a cover letter with how you think you might fit into this role to jobs@c2itconsulting.net.

