System Administrator – New College Grad
Oracle Global Nerve Center (GNC) Cloud Operations

Location: Bozeman, MT
Employment type: Full-time

The Cloud Operations System Administrator provides operational support for one of the industry’s largest Cloud environments through tasks such as environment configuration, monitoring, event troubleshooting, and tool development.

Working as part of a Nerve Center shift, you will be part of the global follow-the-sun 24/7/365 Oracle Cloud Operations team with the mission to maintain and enhance the global Cloud environment generating over 270 billion platform transactions weekly. A key responsibility of the role will be to continuously raise the industry bar by driving efficiency and overall customer experience improvement into the greater Oracle Cloud system. Oracle Cloud is a major focus point of the company.

As a member of the Oracle Cloud Operations team, you will be surrounded by “willing to help” individuals representing some of the brightest and most innovative minds in the industry. You will be a part of an organization that prides itself on providing training, empowerment, and career progression.

Responsibilities of the System Administrator include:

- Drive improvement and growth in our Cloud operations functions
- Develop and maintain corresponding operations and support procedures for application operations
- Work closely with Performance and Customer Services teams on customer-impacting incidents
- Work with customer support teams on Root Cause Analysis and Incident Response documentation
- Reviews of incident data and production of recommendations for preventative measures
- Work with service operation teams to identify trends in application defects
- Accumulate and publish incident and problem metrics on a periodic basis
- Continually monitor and tune application infrastructure to assure optimal performance, availability and utilization of resources
- Respond to monitoring alerts to quickly identify, troubleshoot and implement resolutions to avoid or reduce duration of outages
- Provide support and troubleshooting to resolve issues impacting application operations
- Engineer and deploy releases, enhancements, and upgrades or new applications
- Coordinate with engineering, business application, and database administration function to ensure availability, reliability, and scalability of our systems to meet business demands
- Participate in project delivery aimed at increasing capabilities around monitoring, notification, configuration and deployment of servers and applications within the Oracle Cloud Platform

Preferred Knowledge, Skills, and Background:

- College diploma or university degree in the field of Computer Science or equivalent
- Hands-on software and hardware troubleshooting experience
- Good knowledge and interest in server side technologies (Linux, Apache, Tomcat)
- Understanding of database concepts (Oracle, Mysql)
- Ability to work in a high-pressure, fast-paced, high growth environment
- A strong team player, self-motivated, self-starter with good oral and written communication skills

TO APPLY: Email your resume to college_us@oracle.com with “System Administrator” in the subject line