System Administrator
Oracle Global Nerve Center (GNC) Cloud Operations

Location: Bozeman, MT  
Experience: Entry-Level (0-2 years)  
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.

The Oracle Cloud Global Nerve Centre (GNC) organization provide 24x7 support for various Oracle Cloud product lines using a set of global teams and a follow the sun 24x7 model. The team consists of strong technical individuals who implement and operate a world-class support function using industry standard tools and processes to provide an industry leading service and support experience for internal and external customers. The organization strives to continuously raise the industry bar by driving efficiency and overall customer experience improvement into the greater Oracle Cloud system.

Key technologies used include Linux, Apache, Tomcat, Java, Oracle database, Zabbix, Nagios, Python, Puppet and shell scripting.

Responsibilities:
• Drive improvement and growth in our Cloud operations functions including performance management and adherence of SLAs  
• 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 throughout non-production and production environments  
• 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

Required/Preferred skills:
• Bachelor’s degree in the field of Computer Science, Information Technology, or equivalent  
• Hands-on software and hardware troubleshooting experience  
• Good knowledge and interest in server side technologies (Linux, Apache, Tomcat)  
• Some understanding of database concepts (Oracle, Mysql)  
• A strong team player, self-motivated, self-starter with good oral and written communication skills

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