

Senior Infrastructure Analyst

First Atlantic Commerce Limited (FAC) has earned a reputation for integrity, stability and service. We are a Bermuda based eCommerce solutions provider dedicated to supplying businesses and banks with payment and risk management solutions designed to facilitate online transaction processing. First Atlantic Commerce facilitates solutions for businesses in the Caribbean, Central America and Europe. We currently invite applications for the position of Senior Infrastructure Analyst.

Responsibilities Include:

- Monitoring performance of all infrastructure devices being proactive so as to minimize problems
- Setup and Administration of Backup Server's and Backup application software
- Installing hardware and software, including all servers, PC workstations and network devices
- Consulting with the SVP of IT, and/or vendor on more complex issues
- Designing, configuring and maintaining the network including switching, routing, internet load balancers, firewall rule sets and site to site IPSEC VPNs
- Maintaining and supporting internal office systems, including Windows 2003/2008 Active Directory Infrastructure and Domain Controller servers, Windows CA / PKI Server, WSUS, Enterprise Antivirus Servers, MS Exchange 2010, MS Office 2010 and VMware ESXi multi-cluster configuration
- Primary maintenance and support, including 24/7 on-call (rotation basis)
- Prioritizing, troubleshooting and resolving system issues as they relate to the operation of the network infrastructure
- Documentation of all system areas as assigned
- Providing end user support & training and product & service acquisition as required. Working on individual and team based projects where assigned
- Assisting with other projects as required

Candidates must possess the following:

- A Computer Science or Engineering degree or equivalent
- Minimum of 5 year's relevant practical experience supporting a complex network of servers and networking equipment
- Must have certifications such as CCNA/CCNP and MCSE 2003/MCITP Server
- Certifications such as CCA (Citrix), VCP (VMWare) & CCSA (Checkpoint) would be an added advantage
- Current practical experience in building and maintaining Windows 2003/2008 and MS-SQL server environments including Clustering technology
- Must have current and relevant expertise configuring and troubleshooting routers including routing protocols (OSPF, IS/IS, IGRP/EIGRP, HSRP, NAT)
- Must have current and relevant expertise configuring and troubleshooting site to site IPSEC VPNs
- Practical working knowledge of Cisco's IOS command set and networking best practices
- Expertise configuring and troubleshooting switches, including VLANs and 802.1Q Trunking
- Thorough knowledge and understanding of the OSI model and TCP/IP protocols with the ability to diagnose and resolve complex problems under pressure and on a timely basis
- A solid understanding and current practical experience with Microsoft Exchange Server 2010
- Must have working knowledge of SAN technology
- Practical experience installing, configuring Blade Servers
- Experience administering Check Point Firewalls, Internet load-balancing appliances and IDS/IPS devices
- Familiarity with the payment card industry and PCI-DSS Compliance requirements would be an added advantage
- Excellent communication and interpersonal skills
- Ability to work independently; meet deadlines; planned and unplanned out-of-hours/weekend work; on-call 24 hours a day, 7 days a week (rotation basis)
- Ability to work in a multifunctional team environment

Please submit a detailed cover letter and résumé no later than March 25, 2011 to:

Human Resources Department
P.O Box 1194, Hamilton, HM EX Bermuda
Email: hr@fac.bm

We sincerely thank all applicants for their interest. Only those candidates under consideration will be contacted.

First Atlantic Commerce is an equal opportunity employer.