Technical Support Engineer

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LibraryHost is looking for a Technical Support Engineer on a part-time independent contractor basis to join our all remote team.

LibraryHost is a small business that hosts open source software for educational institutions, including libraries, museums, and other cultural/educational institutions. Read more about LibraryHost here: https://libraryhost.com

Job description:

LibraryHost provides software hosting and software tech support for institutions who either don't have in-house expertise or who prefer to outsource. Our clients are librarians, archivists, and other area experts with varying degrees of technical expertise in software and development.

This position will liaise with clients on software troubleshooting, updates and upgrades, server issues, etc. using our ticketing system and occasional phone or zoom calls.

The Technical Support Engineer position is contracted for a certain number of hours of work weekly (billed monthly) and the work is regularly prioritized in conjunction with our project manager and senior tech support staff. Actual time spent working is flexible, assuming agreed-upon deadlines are met and communication with clients is timely.

The Technical Support Engineer would be expected to do the following kinds of work, which varies in both quantity and quality:
- A typical support request might be "Our overnight jobs seem to be stalling, can you help?" followed by a couple days of troubleshooting and communication with the client until resolution.
- Quick tasks might include email setup, password assistance, restarting instances or reindexing instances, etc.
- Lengthier tasks would include migrating clients from a self-hosted instance to a hosted instance or getting a client set up from scratch - both of which may be several-week jobs, and include back-and-forth communication with the client. Upgrades to existing instances may be lengthy depending on the quality of the data and the age of the previous instance.

- LibraryHost also embarks on special projects that are usually growth projects beyond the routine work. This position will be eligible to work on these special projects, which are scoped on a per-project basis, with a clearly documented start and finish.

Requirements:

Specific Skills Needed: Advanced knowledge Linux, Apache, Docker, shell scripting, MySQL, Solr, HTML/CSS, Java, JavaScript, PHP & Ruby.

Demonstrated excellent communication skills, including writing and speaking. Ability to convey technical information to non-technical clients. The ability to work do software problem detective work: with a client, asking the client the types of questions, to determine the root of what is going on in a troubleshooting scenario;

Reliable and timely communication with LH staff and clients;

Demonstrated ability to estimate task timelines and meet deadlines;

Linux sysadmin experience and comfort with the Linux command line interface.

Ability to support the following software:

*We will teach you how this software is used by our clients, but we expect you to be able to deploy and manage these apps in a Linux environment.

- ArchivesSpace https://archivesspace.org/ (technical documentation here: https://archivesspace.github.io/tech-docs/architecture/)

- Access to Memory https://www.accesstomemory.org/en/ (technical documentation here: https://www.accesstomemory.org/en/docs/2.8/ https://github.com/artefactual/atom-docs)

- Omeka https://omeka.org/ (technical documentation here: https://github.com/omeka/Omeka)

- Islandora https://www.islandora.ca/ (technical documentation here: https://github.com/Islandora)

Hiring notes:

- Preference will be given to applicants with prior experience in the apps we host, but such experience is not strictly required.

- We are not necessarily looking for a certain degree or number of years of experience, but rather a holistic fit for job.
- We encourage applicants who are new to the field or returning after a life break.
- See anything else you have a question about? Ask us! support@libraryhost.com

Compensation & Hours:

LibraryHost can pay an initial contract rate of $65/hr for 20 hours of work per month, paid as $1300/monthly. It is expected that work would be done approximately 5hr/weekly (+/-).

Current LibraryHost staff renew their contracts annually, and our most recent hire has been working for 5+ years. We are looking for someone who is looking to engage in a long-term relationship with LibraryHost.

This position will have regular assessment opportunities in the first year to determine if it is a good fit both for us and for the candidate.

This is an independent contractor / self-employed position, without insurance or retirement benefits. However, we offer flexible hours and location; eligibility for project bonuses; and regular contract rate increases.