Position
System Administrator

Country
Kyiv, Ukraine

Company
FLOW is a one-stop, digital credit management company with the mission to promote ethical and responsible collection in Asia, through customer-centric operational processes integrated with artificial intelligence technologies.

We work with global banks, multi-financial institutions, and enterprise companies to recover millions effectively. We understand the challenges both our clients and consumers face when it comes to debt collection and provide support at every stage of the collection lifecycle.

Backed by DEG, SIG, and Integra Partners, FLOW is a leader in ethical, digital collections in Asia, disrupting a multibillion-dollar global industry in non-performing consumer loans. Headquartered in Singapore, we also have offices in the emerging markets of India, Indonesia, and Vietnam.

Description
At FLOW, we believe in developing and nurturing talents to be future leaders who care about the communities that we interact with and the people within. As such, we are always on the hunt for motivated and driven individuals to join us on this exciting journey. We are currently looking for a vibrant and fun-loving person to join our growing team as a System Administrator.

1) Core Responsibilities
- Perform daily system monitoring, verify the integrity and availability of all hardware, server resources, systems, and key processes, review system and application logs, and verifying completion of scheduled jobs such as backups,
- Interact with providers on technical and commercial issues,
- Install, configure, and support such as KVM, PROXMOX Virtual Environment, and all hardware servers,
- Ensure IT Infrastructure Security (all aspects),
- Install, configure, and support Web based applications (PHP, Nginx, MySQL, etc.),
- Install, configure, and support a Web / Vicidial /Asterisk server cluster for high availability,
- Create and manage Vicidial campaigns,
- Create and manage lists, activate list mix for campaigns, change Caller IDs,
- Troubleshooting of call quality issues,
- Deploy Dialers/IVR applications in an enterprise environment,
- Troubleshoot and upload data to dialers,
- Trunk addition and configuration.

2) Qualifications & Skills
- 3+ years of experience with Linux Systems administration (Debian/OpenSUSE/Ubuntu), installing and managing Vicidial / GoAutodial servers Key Competencies,
- Familiarity with the fundamentals of Linux scripting languages,

- Strong understanding of Linux and VOIP from both the user side as well as the server side,
- Experience of working within Asterisk environment, particularly with experience of configuring Asterisk for new product deployment,
- Good troubleshooting skills in using network testing tools such as Wireshark, Tcpdump, etc.,
- Strong understanding of server hardware and Raid architecture to help select appropriate hardware for business needs,
- Good written and verbal communication skills (English),
- The candidate must be ready to work outside of core hours to address emergency activity if required.

3) Salary & Benefits
You will get the opportunity to work in a dynamic start-up environment to grow and develop your skills.
- Competitive salary package,
- Annual leave and paid time-off,
- Training and development programs for continuous learning,
- Ability to make flexible work arrangements or conduct remote work,
- Company events and activities to meet colleagues from other countries,
- A meaningful career to better the lives of others,
- Opportunities to advance your career horizontally and vertically.

Our Values
We believe that our core values are essential for cultivating a cohesive and high-performing work environment in the company. More importantly, our values reflect our vision of the community that we are striving to foster.
- *Ethics*
  - *Understanding the importance of our communities through responsible decision-making and actions.*
- *Integrity*
  - *Being truthful, sincere, and free of deceit in our words, actions, and all business dealings.*
- *Innovation*
  - *Seeking and applying new ideas to ensure efficiency, quality, and the readiness to address current and future needs.*
- *Teamwork*
  - *Recognizing the significance and benefits of synergy resulting from a well-aligned and effective team.*
- *Respect*
  - *Maintaining respect for all people regardless of our status or background.*