

**Position:** IT Systems Admin

**Reports to:** Sr. Manager, IT

**Position summary:**

The IT Systems Admin role is an opportunity to deliver live IT environments that enable the Red Oak business in an exciting and dynamic environment. The Red Oak IT team is responsible for all information applications, infrastructure, IT Security, and technologies used in Red Oak. This is a 'hands on' role across a number of systems and tools. The IT Systems Admin will support the day to day activities involved in running an IT environment in a business setting and will be expected to contribute to the continuous improvement of IT in Red Oak.

**Responsibilities:**

- Administration, health monitoring, and troubleshooting of Microsoft Windows Servers & O365 environment
- Linux server administration and patching
- SCCM patch distribution and management of Windows systems
- Microsoft Azure environment: support, health / performance monitoring and management
- Troubleshooting and resolving Microsoft Azure PaaS environment performance and connectivity issues desirable
- System maintenance activities including backups and restores
- Test fixes to ensure problem has been adequately resolved. Perform post-resolution follow-ups
- Responsible for the effective planning, execution and on-going support of assigned IT projects and initiatives
- Maintain various documents and Runbooks for IT operations and IT applications
- Maintain and enhance various status reports for IT operations, IT audit and IT applications
- Microsoft Azure health / performance monitoring and management
- Provide top-notch customer service to our end-users

**Qualifications:**

- Ideally Bachelor's Degree in Computer Science or related field; or equivalent experience
- Certified in one or more of the following: Azure, CompTIA Net+ or Security+, Network+, MCSA / MCSE / MCITP
- 1+ year(s) Microsoft Azure experience & Microsoft O365 Administration
- Hands on experience with the following technologies: Linux, Windows (Desktop & Server), System Center Configuration Manager (SCCM), VEEAM, Hyper-V, VMWare
- Experience with backup, restore, recovery and high availability strategies for on-premise and Microsoft Azure environments
- Excellent analytical and effective troubleshooting skills
- Excellent written and verbal communication skills, interpersonal and collaborative skills, and the ability to convey information security and risk-related concepts to technical and nontechnical audiences at various hierarchical levels
- Willingness to learn