



Systems Administrator

About Airbox Systems

Airbox Systems has a clear mission to help save lives and support the decision making of the emergency services and the military using software. We are driven by passion and we are made great by people who share our enthusiasm for trying to make the world a better place. Our team includes individuals from military, aviation and law enforcement backgrounds, who bring to the development of our solutions first hand insights of frontline operations, in the air and on the ground.

We have developed a suite of situational awareness tools across web, desktop, and mobile applications, using the latest technologies. These are designed for planning, execution and after action review, and are trusted by Law Enforcement, Military, Special Forces, Search & Rescue, Fire and Medical Emergency Services around the world.

Main Duties & Responsibilities

As the Systems Administrator you will be responsible for the management, configuration, and implementation of IT infrastructure and providing IT support to end users.

- Administration of Windows workstations, servers, managing backups, monitoring performance, and troubleshooting.
- Supporting end users and dealing with IT service desk requests
- Implement new and improved IT Systems
- Maintaining the asset management system and IT procurement
- Software licensing and compliance
- Creating IT documentation and guides
- Working with DevOps and developers to provision virtual machines hosted on premise or in AWS
- Patch management - updates to servers, workstations, and networked devices
- Installing and configuring software, hardware and networks
- Monitoring of IT systems performance and troubleshooting issues
- Creating accounts for IT systems
- Configuring laptops/desktops for new starters
- Carrying out IT inductions new starters
- Onboarding & Offboarding of staff
- Responding to infrastructure outages or issues
- Ensure security through the use of access controls, backups and firewalls
- Inform staff on new technologies or software
- Manage network storage
- Maintaining and improving daily backup schedule

Communication

- Communicates comfortably with internal stakeholders and immediate team.
- Able to business partner with internal stakeholders and build relationships accordingly
- Articulate with excellent verbal and written communication skills
- Strong communication skills and the ability to influence both internally and externally

Key Requirements

Required:

- Proven experience as a Systems Administrator or similar role
- Active Directory & Group Policy administration
- Experience with Networking – DNS, DHCP, LAN, WAN
- HPE Server hardware
- Knowledge implementing changes using best practice security standards
- Strong problem-solving skills
- Excellent organization skills and attention to detail
- Proven ability to work well under pressure and deliver
- The use of a centralised helpdesk call logging environment
- Knowledge of virtualisation
- Backup and restore of data
- Familiar with the support and administration of Microsoft Operating systems
- Experience with:
 - Active Directory
 - Google G Suite (Google Workspace)
 - Windows 10 Pro
 - Windows Server 2016 – 2019
 - Sophos Central – Endpoint/server protection and Encryption
 - VMWare ESXi & vCenter
 - Veeam Backup and Replication
 - Confluence & Jira

Desirable:

- Experience with:
 - OpenVPN Access server
 - Manage Engine – Desktop Central & Service Desk
 - Datacore SANsymphony virtual SAN
 - AWS – Amazon Web Services
 - Microsoft Azure
 - Microsoft 365
 - Linux distributions such as Ubuntu, CentOS

Behaviours and Teamwork

- Strong analytical skills
- Openly shares views in a truthful and constructive way
- Actively listens to other people and uses their experience to understand, learn and grow.
- Takes ownership for seeing things through.
- Understands how their contributions affect the team, department and company
- Builds and maintains good relationships with their team department and across the company

Airbox Systems is an equal opportunity employer. We are committed to building a team which represents a variety of backgrounds, perspective and skills.