

**POSITION:** SYSTEMS ADMINISTRATOR  
**DEPARTMENT:** INFORMATION SERVICES

**DATE:** 28/01/2021  
**VERSION NUMBER:** 3

## JOB DESCRIPTION

### SUMMARY OF ROLE

This role is for a person to support the business in all aspects of IT, from assisting users on the Service Desk to administrating servers, applications, network hardware and other IT systems. The role works under the direction of the IT Systems Manager and the Distribution IT Director.

### PRINCIPAL RESPONSIBILITIES

- Provide IT support to the business via the Service Desk, assisting all users with any IT related queries. This includes troubleshooting issues and providing solutions, setting new up user accounts and equipment and creating and maintaining user guides and documentation.
- Administrate & maintain company systems, such as SQL Databases, Microsoft servers, Office 365 including Azure Active Directory, Intune, and Exchange Online. Also UNIX based application servers, networking equipment such as switches, routers and the phone system, virtual infrastructure such as VMWare & Veeam and maintain documented processes and asset information.
- Support other team members with ongoing projects and undertake own project work as required. Also support other members of team with Service Desk queries as required.
- Ensure that the infrastructure of the company is kept to an excellent working standard, by maintaining and testing backups, reviewing maintenance cycles and undertaking maintenance tasks as needed.
- Obtain a good understanding of company systems and processes, including current and legacy applications and providing day to day support of such systems. Be able to work flexibly in a dual office & warehouse environment supporting the front end and back end of a wide variety of systems infrastructure, user support hardware & operations equipment including mailing lines, label printers and production printing equipment.



## PERSON SPECIFICATION

A team-focused individual who has excellent attention to detail and understanding of technical processes and systems. A self-starter with a good aptitude for problem solving and can work both alone and with others in order to resolve issues and carry out proactive tasks. Personal initiative and an ability to see the next steps and carry a task through to completion is a must.

## KEY SKILLS

- Previous experience with MSSQL server administration, security and database administration an advantage.
- Experience in administrating and maintaining Microsoft products: Server 2008R2 – Server 2019, including administrative tools, Office 365 and 365 cloud products such as Exchange Online, along with Microsoft Office.
- Knowledge of/previous experience troubleshooting, managing and maintaining IT infrastructure, including networking and telephony equipment, physical and virtual servers, switches, routers.
- Experience in the administration of common marketplace applications, such as mobile device management, application configuration, deployment and support, as well as being able to learn and pickup administration of bespoke Air Business applications.
- Previous experience with PowerShell, Juniper & Cisco switches, account and stock management systems desirable.
- Previous experience with IT Service Desks or Helpdesks desirable, along with experience in providing IT services in both office and warehouse environments.
- Excellent problem solving, troubleshooting and prioritisation skills.
- Supportive and hardworking team player.
- Comfortable working both in the office and remotely.

## QUALIFICATIONS

- Degree in Computer Science or similar field desirable.
- IT related qualifications such as MCSA, CompTIA, etc. desirable.



## LOCATION

This position is located at our Head Office in Hatfield, Hertfordshire.

## APPLICATIONS

Please send CVs to [Carl.Curtis@AirBusiness.com](mailto:Carl.Curtis@AirBusiness.com).

*It is the company's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change, and the jobholder's obligations are bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definite and exhaustive statement.*