

Position Description - IT Systems Administrator



Who we are

GetBusy <http://www.getbusy.com>

What we are looking for

An experienced IT System Administrator who can assume primary responsibility for all of our internal IT concerns, and help the business remain in a tip-top operational state while we continue to deliver industry leading products to our amazing customers.

Where we are

HQ - Sawston, Cambridge, UK

The opportunity

We are on an exciting journey, and we need help from an accomplished and innovative IT pro to be the founding member of the GetBusy IT Team! You'll need to be smart, experienced and motivated to make the grade.

This is a key role of responsibility, covering all aspects of IT and Communications, that will see you define, lead and execute a global IT strategy across our growing company.

The team

We're having a blast while using agile principles and the latest methodologies, technology and best practices to deliver the highest quality products to nearly 60,000 customers and over 1 million users globally. And that's only just the start!

It's a great team, producing, providing and servicing great products in a great way. We offer you the opportunity to:

- be part of a talented, collaborative and motivated team
- learn from and be inspired by skilled colleagues
- teach and inspire others
- develop your skill set - research and adopt the methodologies, principles and technologies
- make your mark and, in doing so, make us better

The role

Reporting to the CTO, and working closely with other senior team members, you'll take hands-on and first-hand responsibility for ensuring that our growing business, and everyone in it, has the kit and tools needed to do a fantastic job, that they're optimally and securely configured, well documented, well supported and well, loved!

Primary Responsibilities

- Ownership of our global IT strategy and budget for the UK, US and Australia Offices
- Information security & data protection (including support of certified standards such as ISO 27001 and working closely with our Compliance Officer)
- Business continuity & disaster recovery

- Third party IT supplier management
- Infrastructure, hardware and software management, procurement, configuration and maintenance
- Day to day support and training of team mates on new and existing systems
- Networking (routing, switching, firewalls etc), VPN, Wi-fi, Internet, Telecoms, AV, Electronic building security
- Procedures, documentation & diagrams
- Policy creation, education and enforcement
- Project and incident management (including emergency response when required)
- Monitoring & alerting
- Continual improvement

Skills & experience

- 3 years experience in a similar senior position
- Support background
- Active Directory, Exchange Online, Office 365, Windows, MacOS, RDS, SQL Server, IIS, MDM
- Virtualisation
- Cloud infrastructure (AWS, Azure etc)
- Experience of compliance with security standards and related certification such as ISO27001
- Solid automation and scripting skills
- Keen and effective trouble-shooting abilities
- Excellent written and verbal communication skills with a passion for producing and maintaining good documentation
- Ability to travel to the US (infrequently)

What you need to be

We're looking for a certain type of person, people who:

- have a passion for detail but the ability to communicate about complex stuff in simple terms
- take ownership of and pride in their work
- have a hands-on approach
- have a flexible and positive attitude
- have the desire and ability to always be learning
- have a keen ability and love for problem solving and lateral thinking

At GetBusy we value diversity, and we're committed to creating an inclusive culture where everyone is able to be themselves and to reach their full potential. We actively encourage applications from people of all backgrounds and cultures and believe that a diverse team helps us tackle the diverse and exciting challenges we face.

Benefits

As well as getting to be part of an wonderful team doing amazing things, you'll get to be part of the family and enjoy all the benefits that brings (read more about our benefits and culture below)

How we roll

- Step #1 - We'll give you a buzz (video call) and chat for 15 minutes to check each other out
- Step #2 - We'll ask you to attend a remote video interview in which we will really test your knowledge and experience
- Step #3 - If we like what we hear and see, we'll ask you to come for a interview in Sawston, Cambridge, UK
- Step #4 - We'll perform formal background checks and ask to speak to people you have worked with before
- Step #5 - If you're successful, we'll offer you the best job you've ever had

gb:Culture & benefits

Culture

Enjoy living our values

Every customer experience must include a smile 😊

The original and arguably the most important rule.

If we can satisfy our customers, and genuinely improve their lives, success will follow. This applies to every single customer. Every time. At every point of interaction no matter how small. No exceptions.

Show grit and make sh#%t happen 💪

Your mental toughness and perseverance is a better predictor of your success than any other factor. Also, the happiest and most successful people are the ones who persevere - grit is long-term.

There will be achievements and failures along the way - embrace the journey.

It's hard to beat a person who never gives up, so roll up your sleeves and DO things already!

Keep it simple 🧠

We'll keep this one short.

If you can't explain it simply, you don't understand it well enough, no matter how smart you are.

Always challenge yourself to radically simplify.

Every experience must seem delightfully intuitive, Familiar and clear, yet new and surprising.

Better together 🐜🐜

Stay positive. Positive thinking will allow us to achieve the impossible.

No egos. Best idea wins.

We've got each others back. There are introverts, extroverts, creative, emotional and logical thinkers. We need everyone working together to win.

A culture of innovation, not fear.

BSU 

(Blow Sh#%t Up!)

We're out to change the world. We thus need to break from convention and be a disruptor to win.

We're an agile company. That means not being afraid of change.

Remember: to improve is to change, to be perfect is to change often.

Data drives decisions 

We're a data driven organisation. We must be lead by our data, and be agile to it.

We need to collect as much data as possible, understand it as simply as possible, then come to the best possible decision.

You must determine your own personal success with data. If you don't report on it, it didn't happen.

Benefits

Express yourself

Dress how you wish when you're in the office 🍷

Be yourself

Be yourself. We are like family, and like family, we accept you for who you are 🌈

Flexible hours & remote working

Some things cropped up! You need to be at home to let the plumber in or the kids need picking up from school - no problem. Want your week to be 8-4:30 instead of 9-5:30 then we will do our very best to accommodate. We're relaxed, as long as it works itself out and it doesn't stitch up our customers or our team. We're working hard to create an environment where you can work effectively from anywhere 🏖️

Duvet day

You wake up. It's cold. Stay in bed. One unplanned duvet day a year! Catch up on that box set everyone's talking about 🛏️

It's your birthday

Take the day off and enjoy 🎁

Generous holidays

20 days holiday + 1 extra day for each year with us (25 max) + 8 days bank holiday + 1 duvet day + 1 birthday day = **30-35** days a year 🌴

Pension

You can manage your funds online and be as sensible or risky as you like. We'll do our best to help you get prepared for when you're old and wrinkly 🧘

Get the heart pumping

Join a table tennis tournament, head to the park for Sprint Club for a Tuesday lunchtime bootcamp experience, top it up with Core Club if you're truly hardcore, join in with basketball or play football on a Thursday night. 🏀⚽🏃

We'll keep you going

Got a deadline and pushing hard? We'll pick up the tab if you work through lunch, and dinner is on us if you work late into the evening 🍔

Tax free kiddiecare

Use our childcare voucher scheme to save up to £933 a year! 🧒

Away days

Depending on your team, you're guaranteed to get away to do something uber fun together at least once a year 🏕️

Decent kit

No rickety old tin here - we'll make sure you you have great gear and tools to make your days soooo much easier. We'll also arm you with a nerf gun and enough ammution to barely defend yourself on your first day 🎮

Get in the game

Jump on the playstation or xbox whenever you like - not a gaming geek - maybe the dart board is more your thing 🎮🎯

Save yourself

Why pay full whack if you don't have to? Make tonnes of savings on a bunch of things from top retailers via <http://www.edenred.uk.com> 💰

Good times

An awesome family summer party and a stellar Christmas knees-up mean we always have plenty of stuff to laugh at each other about 🤪

Office

Whilst we work to create an all round awesome office experience in every country, there's a minimum you can expect...

Unlimited tea & coffee !

Decent coffee and proper tea - if your an instant coffee drinker... well... don't worry... we'll educate you ☕

Just Chill

Ping pong table, consoles, darts and some very competitive leagues in them all 🕶️

Beer

There will always be a beer in the fridge for you to reward yourself for a hard days graft 🍺

Toasty Tuesdays

Get dirty with double cheese and throw in some beans from the help yourself toasty bar every Tuesday lunch time 🧀