



Systems Administrator

Location: West Des Moines, IA

Reports to: Vice President of Technical Services

Description

Are you a problem solver who thrives in a fast-paced environment? Do you feel comfortable making recommendations to the Executive team regarding IT strategy? Do you have 4+ years of systems administration experience in a virtualized or cloud-based environment (VmWare, AWS, O365, etc)? If you answered yes to all these questions, Igor wants to speak with you!

Responsibilities

- Monitor, triage, and complete helpdesk tickets for a variety of systems and software through a shared Salesforce instance.
- Subject Matter Expert in securing Igor's data and users.
- Create and update IT processes and procedures to ensure Igor users are secure and adhering to corporate directives.
- Manage complex AV equipment in conference rooms and shared spaces.
- Provide training for employees during the onboarding process and lead ongoing education efforts.
- Subject Matter Expert for troubleshooting and supporting Microsoft ecosystem, Adobe applications, video editing and PDF applications, and various industry specific applications.
- Provision and deprovision accounts (O365, Salesforce, etc).
- Provides application support for proprietary and 3rd party user applications.
- Cross-train with IT Data Analyst to provide support for all IT systems, virtual machines (VmWare/AWS/O365), and operating systems (Linux/Windows).
- In conjunction with IT Data Analyst, provide support for operations systems and software including Windows applications, DTools, Adobe, and others.
- Act as primary administrator for enterprise O365 instance, providing training and documentation for other administrators/users throughout the business.
- Create backup strategies for servers and user devices leveraging backup software.
- Track stock and assigned inventory following IT procedures.
- Schedule repairs on defective equipment following IT procedures.
- Order service parts for warranty equipment.
- Schedule and track the transfer of donated or sold equipment.
- Maintain the asset database for equipment that is deployed and collected by the helpdesk.
- Retrieve and process returned assets that are up on lease.
- Complete special projects and/or tasks as required.

Requirements

- 4+ years of systems administration experience in a virtualized or cloud-based environment (VmWare, AWS, O365, etc).
- 3+ years of enterprise SaaS systems procurement, planning, deployment, and administration experience.
- 3+ years of Microsoft/Windows administration experience.

- 1+ years of Microsoft/Windows administration experience.
- O365 deployment and administration experience.
- Experience creating and implementing layered backup strategies for a variety of servers and user devices.
- The ability to do scripting in terminal commands a plus.
- Familiar with SSO and MFA systems (Okta, Google, O365, etc)
- Knowledge of windows server applications and active directory.
- Linux server administration experience.
- Passionate about customer service and delighting users during every interaction.
- Practical problem solving and troubleshooting skills.
- Strong communications skills and the ability to explain corrective procedures to non-technical users.
- Ability to manage multiple projects.
- Ability to handle changing priorities in a deadline driven environment.
- Attention to detail including ability to work with numbers.
- Ability to work overtime with little advance notice.

About Igor

Igor, Inc. is a rapidly growing startup providing the industry's only fully integrated PoE based intelligent building network to future-proof buildings. Igor is seeking candidates with strong and positive organization skills to join their team. Igor is a hyper-growth company, and this role will be much more than just traditional business development management. Igor is looking for 'A player' individuals that wants to grow with a company as it changes an industry. The candidate should want to improve the way things are done in their industry and when given an assignment, he/she has the drive and ingenuity to figure out the best way to deliver results. The perfect candidate wants to join a young, ground-breaking company, where they can enjoy a career without limits. At the convergence of IoT (Internet of Things), Big Data and Machine Learning (AI), Igor is changing the way the industry designs, specifies and purchases smart building technology by providing building owners and businesses with an intelligent, scalable Power-over-Ethernet (PoE) smart building platform via a proven, simple yet highly configurable AI-driven enterprise software solution. This elegant technology delivers a clear path to cost-effective AI-enabled "digital ceiling" smart building deployment, offering the best ROI in the industry. For more information, please visit www.igor-tech.com.

To Apply

Send your resume to HR@igor-tech.com with the job title in the subject line. Applications will be considered on a rolling basis until the role is filled.