



Associate System Administrator

Managed Services, Windows Servers

Pune, office based.

About the role

The Idox Group is a multinational corporation headquartered in the UK with a global perspective. Our primary focus is on developing software solutions for government and industry to enhance operational efficiency and regulatory compliance. As market leaders, we boast a diverse portfolio of products and services, built on insight and honed with technological advances and smart apps. Visit us at <http://www.idoxgroup.com>

In Pune, we are actively expanding our presence, establishing an Indian hub and cultivating skilled teams across the UK and Asia providing enhanced capabilities for Idox and our customers. We are committed to achieving consistent growth in Pune into the future.

The role of Associate System Administrator is pivotal within Idox, aimed at delivering exceptional customer service for both internal and external users of our Cloud services. Working within a rapidly evolving team, you will play a crucial role in maintaining and enhancing Idox Group's cloud services. Your responsibilities will include prioritizing the maintenance, security, patching, and expansion of our hosted environment.

An Associate System Administrator will promptly address issues identified by the Infrastructure Monitoring system to ensure uninterrupted service delivery to our customers. Utilizing your initiative and innovative abilities, you will implement permanent fixes and procedural enhancements to continuously improve the customer experience. Additionally, you will be part of the team handling support calls for all cloud service-related inquiries and change requests, ensuring accurate logging of key information before employing your technical expertise to resolve issues.

This role is ideal for individuals who possess a keen intellect, clear communication skills, and a passion for technology. We seek candidates with hands-on experience in Windows Server administration, including server setup, configuration, issue resolution, and patch management using SCCM. A positive attitude and eagerness to learn are equally important traits we value.

You will receive comprehensive on-the-job training in various technologies and be encouraged to pursue professional growth opportunities. Selection for this role will be based solely on merit, and we welcome applications from forward-thinking individuals. At Idox Group, we offer active mentoring and promote a sustainable work-life balance.

Key responsibilities

Your role will have a broad set of responsibilities including:

Server Builds

- Build servers from vSphere templates configuring them as specified.
- Configure Windows to the documented requirements.
- Make changes to existing servers where needed following change control procedures.
- Be responsible for the process and come up with ideas to increase efficiency.

Patching

- Work with others in the team to manage Server patching.
- Review vulnerability reports and make changes where necessary.

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- Investigate why patches aren't applying through SCCM.

Monitoring

- Respond to any alerts generated by the monitoring system.
- Be responsible for maintaining the monitoring system, setting up new alerts, reconfiguring sensors and coming up with ideas to improve the process.

Front Line Support

- Provide front line support to customers and internal staff in relation to managed service incidents, service requests and change requests.
- Resolve support calls where possible, in accordance with agreed SLAs.

Call Resolution

- Attempt first-fix on incidents where this is possible, building a knowledge base to grow first-fix capability.
- Design and create fixes and procedure changes that prevent reoccurrence of issues leading to better efficiency and improved customer experience.

General Responsibilities

- Ensure all direct contact with customers is carried out in a professional and courteous manner, ensuring the company's image is maintained to a high standard.
- Escalate any issues likely to result in the failure to complete a task to line management.
- Implementation and review of procedures: ensure that all procedures within the area of responsibility are fully documented, regularly reviewed and consistently adopted.

To be successful, you'll need to bring:

- Minimum 4 years experience working within a **Windows Server Administration** environment.
- Experience building and patching MS Server Operating Systems to known secure standards.
- A good working knowledge of Active Directory and other Microsoft applications.
- Basics of VMWare administration such as changes to CPU, RAM, disk and cloning machines.
- Ability to perform **Windows Server Administration** (2016 or above).
- Experience with cloning Windows Servers in Vsphere.
- Familiarity with Industry Standard monitoring tools.
- Ability to use System Centre (SCCM) to deploy patches and application to a Windows environment.
- Strong interpersonal skills, able to deal effectively with people at different levels whilst also having good written and verbal communication skills.

Desirable skills:

- Microsoft Certifications or equivalent.
- Experience using **Microsoft System Centre**
- Knowledge of **Citrix DaaS** (Virtual apps), **Storefront and Citrix ADC** (Gateway).
- Basic Linux Skills
- Experience with helpdesk tools within an ITIL environment.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments. Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 660 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

The benefits

This post commands a competitive salary, dependent upon experience, along with an excellent benefits package.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to join.us@idoxgroup.com.

Please note successful applicants will need to satisfy the Baseline Personnel Security Standards (BPSS) guidelines, which consist of the receipt of satisfactory references covering the last three years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>