

# WE'RE ALWAYS ON THE LOOKOUT FOR AWESOME PEOPLE

If you think you have what it takes to be a Systems Administrator for 4Logic, we would love to hear from you! Drop us a line at [careers@4logic.com.au](mailto:careers@4logic.com.au) along with your resume and cover letter and we will be in touch.

## Systems Administrator

### The role

A Systems Administrator position within 4Logic is a disciplined role which suits a challenge enthusiast who is genuinely interested in current technologies and how they benefit businesses.

A Systems Administrator plays a crucial role supporting our clients and their infrastructure. A Systems Administrator is a senior member of our service team and also provides escalation support for the service team while providing an outstanding level of customer service, which as a 4Logic customer they come to expect.

A Systems Administrator at 4Logic is the senior role in the team and the escalation point of contact for our clients, you support the service team by resolving escalated issues and provide a higher level of technical skill while maintaining a professional and friendly attitude to both customers and your peers.

The Systems Administrator is a dependable resource for the service team and approachable for all queries, managing the duties of the role and requests with efficiency and precision in order to achieve the outcome of great customer experience.

The Systems Administrator identifies technical benefits a customer's environment may receive by use of current technologies or methods and from time to time be the resource to the engineering team and be required to execute assigned project deliverables.

### Responsibilities

The main responsibilities of a Systems Administrator at 4Logic is to:

- provide second level technical phone support
- be an available point of escalation for the Service Desk team
- install and configure appropriate software patches for servers and network infrastructure
- maintain customer environments in ways that optimize performance and reliability
- ensure security and privacy of customer systems and information
- perform troubleshooting to diagnose and resolve problems
- maintain concise and up to date service tickets
- identify infrastructure equipment shortages and report them to the account manager
- operate as a resource for System Engineers on work tasks and projects

### Personal Requirements & Traits

A Systems Administrator at 4Logic will possess the following personal traits:

- a warm yet professional manner with a genuine customer outcome focus
- attention to detail
- a sense of humour
- outstanding interpersonal skills, enjoy building relationships and meeting new people
- ability to work in a service delivery team
- good time management - ability to work within scope and timelines
- results driven work ethic
- proven documentation skills
- accountability

### Technical Requirements

4Logic prides itself on its high caliber of expertise, at all levels of its technical staff. To ensure this level is consistent across the company, relevant industry and vendor certification is required to ensure this level is maintained. A 4Logic Systems Administrator will possess two or more of the following certifications across two or more vendors or technologies:

Vendor / Institution	Certification Level	Disciplines	Example Certifications
Microsoft	MCSA	Windows Server	MCSA: Windows Server 2012
Cisco	CCNA	Routing & Switching, Wireless, Voice	CCNA: Routing & Switching
ITIL	Practitioner	Service	ITIL Practitioner
CompTIA	A+	General	220-901 & 220-902