

## Windows Systems Administrator

**Salary: £27,000 - £30,000 per annum**

**Reporting to: Senior Systems Administrator**

**Closing date for applications: Friday 13 January 2016 at 5pm**

### Background

**Red61** is a successful live event ticketing software company, providing software, services and consultancy to festivals and venues around the world. We are the ticketing solution that drives the Edinburgh Festival Fringe, the largest arts festival in the world. In 2015, 27,918 participants staged 50,459 performances of more than 3,314 shows with an estimated 2.3 million tickets issued.

As part of our ongoing relationship with the Edinburgh Festival Fringe Society, **Red61** are also the Society's IT service provider. **Red61** seek to appoint a Windows Systems Administrator on a fixed term contract with the potential for a permanent role, based full-time at the Society's offices in the heart of Edinburgh's Old Town.

You will be joining a busy team working across a diverse range of projects on a multi-site network. Working with **Red61**'s Senior Systems Administrator you will carry out capacity planning and development of the Society's network and infrastructure.

You will also be responsible for carrying out day to day maintenance, administration and support, as well as acting as a point of escalation for desktop support provided by the in-house IT Officer.

### Responsibilities include

- Proactively maintaining and monitoring infrastructure
- Hardware maintenance, patches and upgrades
- Take ownership of escalated issues and see them through to resolution
- Identifying and resolving issues as and when they arise
- Develop and maintain installation and configuration procedures
- Ensuring that daily, weekly and monthly backups complete successfully
- Contribute to maintaining the Society's PCI:DSS compliance
- Producing technical and procedural reference documentation
- Assisting with projects including seasonal deployments of kiosks and on-site box

offices

- Contributing to the improvement and enhancement of the Society's systems and ways of working including possible automation of system administration tasks.

## Essential skills

- The ideal candidate will be a Systems Administrator who can demonstrate the ability to troubleshoot Windows Server infrastructure
- Be able to demonstrate a working knowledge of physical and virtual backup and recovery methodology
- You will be focused on providing positive outcomes for the team and wider business
- Experience administering Windows Server 2008 / 2012
- Experience administering Active Directory 2008 / 2012
- Exchange 2010 / 2013 management including hybrid on-premises and cloud email hosting
- Competent supporting a virtualized infrastructure using VMware
- Experience supporting and managing Office 365
- Experience configuring desktop and laptops
- Intermediate knowledge of TCP/IP and networking
- Confident in meeting targets and working well under pressure
- Must be an excellent communicator, written and verbal.

## Preferred additional skills and experience

- Microsoft Systems Administration or System Engineer certification
- Support ticket management using Zendesk
- Disaster recovery virtual data replication using Zerto
- Clean, full driving license
- Experience supporting SIP / VOIP systems
- Some Linux or Unix knowledge would be advantageous.

## To apply

Please send a CV and cover letter to [jobs@red61.com](mailto:jobs@red61.com) with the subject line 'Windows Systems Administrator'. The closing date for applications is Friday 13 January 2016 at 5pm.

### Red61

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