



## Windows IT Technician

Salary: Up to £25,000 per annum

Reporting to: Senior Systems Administrator

Closing date: Friday 13 April 2018 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 as well as many other festivals and events in Australia, South Africa, Abu Dhabi and Canada.

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 IT Technician based full-time at the Society's offices in the heart of Edinburgh's Old Town and embedded in the day-to-day operations of the Edinburgh Festival Fringe Society.

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.

### Roles and Responsibilities

- Proactively maintaining and monitoring infrastructure
- Carry out hardware maintenance, patches and upgrades
- Taking ownership of escalated issues and seeing them through to resolution
- Identifying and resolving issues as and when they arise
- Assisting with projects including seasonal deployments of kiosks and on-site box offices, which will require involvement in transferring equipment between sites
- Developing and maintaining installation and configuration procedures
- Ensuring that daily, weekly and monthly backups complete successfully
- Contributing to maintaining the Society's PCI:DSS compliance
- Producing technical and procedural reference documentation
- Contributing to the improvement and enhancement of the Society's systems and ways of working including possible automation of system administration tasks.
- You will be focused on providing positive outcomes for the team and wider business.

**Red61**

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Red Sixty One is a Limited company registered in Scotland No.SC235054

| [www.red61.com](http://www.red61.com)

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## Key Responsibilities

- The ideal candidate will be an IT administrator who can demonstrate the ability to troubleshoot Windows Server and Desktop infrastructure
- Be able to demonstrate a working knowledge of physical and virtual backup and recovery methodology
- Experience administering Windows Server 2012 R2
- Experience administering Active Directory 2008
- 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
- Veeam Backup & Replication
- Clean, full driving license
- Experience supporting SIP / VOIP / CCTV 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 IT Technician'.

The closing date for applications is Friday 13 April 2018 at 5pm.