

## IT Administrator

Facilisgroup are building SaaS solutions for the Promotional Products industry. As part of Facilisgroup's growth, we are looking for an IT Administrator to support the organization as we move to new offices in Brentwood, MO.

The IT Administrator will plan, manage, and own Facilisgroup's internal IT expansion. The ideal candidate will be responsible for supporting internal user's use of technology, the installation, configuration, and on-going management of our internal network, and will maintain all aspects of our internal Microsoft infrastructure.

This is a unique opportunity to join Facilisgroup at an exciting time and comes with the potential to grow with Facilisgroup as it continues to expand.

### You are a good fit if you:

- Have solid experience of Windows 7, 10, Windows Server 2016, and MacOS
- Have a passion for technology, infrastructure, and automation

### Responsibilities:

- Drive the delivery of IT Services across Facilisgroup to align with the ITIL framework using ITSM best practices
- Provision, install, and manage network devices and employee workstations
- Manage all network-connected equipment/workstations across the organization
- Maintain the hardware asset register
- Respond to, and resolve IT support incidents raised by employees via the Help Desk
- Monitor and manage the performance and usage of internal networks, WiFi, and external connections
- Manage third-party services used by employees across the organization, such as Office365
- Maintain security of internal infrastructure and workstations
- Plan, implement, and maintain a central workstation management system
- Escalate faults to third-party suppliers/vendors/providers

### Qualifications & Skills:

- Bachelors' degree or equivalent work experience (4+ years)
- Minimum of 4 years in IT Administration, IT Engineering, or System Administration
- Strong knowledge of Microsoft products and technologies - Active Directory, Office 365, Exchange, SharePoint, Teams
- Knowledge of the following technologies: DNS, DHCP, SMTP, Web based services, MacOS, Windows 10 OS, Windows Server 2016

- Patch management
- Familiarity with firewall technologies and best practices

**Bonus Points:**

- Working knowledge of Microsoft's Azure Platform

**Attributes:**

- Exemplary people and communication skills
- Work well under pressure and be able to prioritize to meet deadlines and quickly shift priorities as necessary
- Ability to multi-task, work independently, and demonstrate close attention to details

**Equal Opportunity Employer**

Facilisgroup is committed to treating everyone with dignity and respect. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

We would like to thank all applicants for their interest, however only candidates under consideration will be contacted.