



JOB OPENING

Senior IT Systems Administrator

Overview:

Resello is part of Pax8, the leading value-added cloud-based SaaS distributor, simplifying the cloud journey for our partners by integrating technology, business intelligence, and proactive service to deliver an unparalleled experience. Serving over 13,700 partners through the indirect sales channel, our mission is to be the world's favorite marketplace for technology professionals to buy cloud products. We are a fast-growing, dynamic, and high-energy organization with a start-up feel, allowing you to make a meaningful impact on the business.

Culture is important to us, and at Pax8, it's business, and it IS personal. We are passionate, creative, and humorously offbeat. We work hard, keep it fun, and expect the best. We Elev8 each other. We Advoc8 for our partners. We Innov8 continuously. We Celebr8 life.

Position Summary:

The Senior IT Systems Administrator supports our internal staff directly and maintains, upgrades, and manages our software, hardware, and networks in collaboration with other Technical Services Teams. They are physically present in the Resello/Pax8 NL office in Zwolle. The Senior IT Systems Administrator monitors system performance and troubleshoots issues, and ensures security and efficiency of the IT infrastructure.

Essential Responsibilities (includes, but is not limited to): and Percentage of Time Spent

- Ensure security through access controls, policy and protocols (5%)
- Upgrades systems with new releases and models in collaboration with SysOps Team (10%)
- Develops expertise to train staff on new technologies (15%)
- Builds and maintains internal tools and processes as well as evaluates new tools with documentation, checklists, guides, et cetera (15%)
- Install and configure software and hardware (10%)
- Troubleshoot issues and outages as an escalation point for the junior team members (15%)
- Mentoring Junior System Administrators (10%)
- Set up accounts and workstations (5%)
- Technical lead on project work (15%)

Work Environment

The modern workplace is in our DNA so working from home is not a problem. However, teamwork is also valuable, so we do encourage you to regularly come together in our office in the Netherlands (Zwolle).

We offer an international and dynamic job with a high degree of responsibility and fun, in one of the coolest and fastest growing industries in the world: IT. There is plenty of room for personal growth and you will be working closely with your energetic and skilled team mates.

Ideal Skills, Experience, and Competencies:

- Thorough understanding of Azure AD, M365 and Exchange Online Administration;
- Ability to administer Anti-SPAM system, Anti-Phishing, and Endpoint Protection systems;
- Understanding of ITSM Framework;
- ServiceNow experience preferred;
- Proven experience as a System Administrator, Network Administrator, or similar role;
- Experience with Collaboration tools such as Teams, Zoom and Slack, Cloud based software, Imaging, Windows 10/11, Mac OS, DNS, M365, and other tools;
- Ability to create automation scripts with PowerShell and other scripting tools;
- Ability to know the most effective and efficient processes to get things done, with a focus on continuous improvement;
- Ability to develop and deliver multi-mode communications that convey a clear understanding of the unique needs of different audiences;

- Ability to build strong customer relationships and deliver customer-centric solutions;
- Ability to make sense of complex, high quantity, and sometimes contradictory information to effectively solve problems;
- Ability to anticipate and adopt innovations in business-building digital and technology applications.

Required Education & Certifications:

- An IT-related education or equivalent work experience;
- Professional certifications in Microsoft Cloud, Security, or other related credentials.

We know there's no such thing as a "perfect" candidate - Nor do we look for the right "fit" with us, we look for the Add! We encourage you to apply for a role at Pax8/Resello even if you don't meet 100% of the bullet points.

We believe in cultivating an environment where there is a diversity of perspectives, in hopes that we can all thrive in an inclusive environment.

Travel Requirements:

Infrequent travel is expected.

People Org Details:

Reports to:	Manager of IT (EMEA)
Location:	Zwolle (NL)
Position Status:	Full-time

Apply for this job

Please send an email with your resume and motivation to careers@resello.com.

Does this position not match your interest or experience? Don't worry, we also accept open applications.

Please note that acquisition regarding our vacancies is not appreciated.

