

Cloud Systems Administrator

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Company: Shift

Location: North Sydney

Category: computer-and-mathematical

Job Description

We currently have an exciting new opportunity for a Cloud Systems Administrator to join our Infrastructure and Operations team in our North Sydney office. The Cloud Systems Administrator will join a small team supporting our growing global team with triaging and resolving support tickets, deployment of hardware/software and help support a growing Azure infrastructure.

Main Responsibilities / Duties

Incident and Change Management: Participate in incident and change management processes, including logging

incidents, tracking their resolution, and communicating changes to relevant stakeholders.

User Support and Troubleshooting: Provide comprehensive support to internal operations and technical stakeholders, ensuring seamless workflow, excellent user experience and fast remediation.

Access Control and Identity Management: Manage user identities, permissions, and access controls within cloud environments.

Infrastructure Enhancement: Improve and maintain the local network and office infrastructure to support our dynamic environment.

System Maintenance and Updates: Regularly perform system maintenance tasks, including applying patches, updates and upgrades to cloud-based software and infrastructure.

Employee Lifecycle Management: Manage the onboarding and offboarding processes, ensuring a smooth transition for employees.

Collaborative Projects: Work closely with experts in Data, DevSecOps, and Security to achieve project goals and drive innovation.

Cloud SaaS Administration: Oversee and optimize cloud SaaS environments, ensuring efficiency and reliability.

Infrastructure Planning and Provisioning: Plan, execute and support Shift's infrastructure needs during day-to-day operations, company strategy weeks and large on-site meetings.

Security and Compliance: Ensure that the cloud infrastructure adheres to security best practices and compliance requirements

Qualifications

Experience/Skills:

Providing help desk/support to a range of technical and non-technical users.

Managing technical operational infrastructure (office, printers, networking, WiFi, Audio and Visual equipment)

Proficiency in managing a range of mobile devices utilizing Microsoft Intune (Windows, MacOS, Android, iOS).

Experience with Azure Entra required.

Familiarity with Azure and its functionalities is a plus.

Strong technical troubleshooting abilities, particularly with cloud SaaS products and end-user devices.

Excellent interpersonal skills for effective communication with all stakeholders.

Ability to work independently and lead technical projects to completion.

Additional Information

Collaborative teams – a flat structure means everyone can learn from colleagues and senior leaders around the business.

Be involved – come together with all of your colleagues every 100 days to share the product and technology roadmap and business strategy.

Flexible working environment – we're headquartered in North Sydney with state-based workplaces and offer a flexible work policy.

Family support – industry leading 26 weeks paid parental leave.

Varied workspaces – our office enables areas for collaboration, brainstorming and socialising as well as focus zones.

Range of benefits – supporting your physical, psychological and financial wellbeing.

You must be either an Australian or New Zealand Citizen or Permanent Resident to be considered for this role.

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Cross References and Citations:

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