

## Specialist - Systems Administration

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Company: Marsh & McLennan Companies, Inc.

Location: Melbourne

Category: computer-and-mathematical

Specialist - Systems Administration

MMC Corporate

### Description:

#### Windows Server Engineer

#### What can you expect?

Work in a large global IT organization of ~5000 and collaborate effectively. This will require working outside normal business hours when necessary to collaborate with other regions and deliver on projects.

To provide operational and engineering support for - **both** Windows Server and Azure/AWS cloud platforms in a very large global environment (~16,000 Windows Servers).

Act as a consultant and subject matter expert for Project Managers, Developers, and Engineering teams, to resolve technical obstacles and improve the product's vision.

Work closely with multiple Project Management and Software Engineering teams on understanding ways to improve Windows Server, IaaS and PaaS service offerings.

Perform installations, migrations, patching, upgrades, capacity planning and performance tuning while adhering to change management processes.

Act as Level 3 escalation for high severity incidents in the Windows Server and Public Cloud areas.

To lead, estimate, plan and deliver technical projects

### **What is in it for you?**

Benefits - including a generous Pension contribution, Private Medical Insurance, Life and Health cover

An extensive suite of flexi benefits, which include a discounted gym membership, cycle scheme, Dentist & Doctor

27 days annual leave - with the opportunity to buy/sell up to 5 days per annum

In addition, we also give all our colleagues one paid day each year to perform volunteer work at a non-profit organization

Discretionary Bonus, Corporate Discounts & flexible/remote working within a hybrid role

Employee andpany sponsored training allowing you to keep abreast of current technologies - we feel it's important that we always strive to expand, grow and learn

Flexible work opportunities for work/life balance

A culture of internal mobility, diversity, inclusion, and collaboration

The chance to join an evolving, highly skilled Global team

### **We will count on you to:**

Work within a global team reporting into a regional lead and work closely with other technical teams supporting the Windows server fleet, on premise and within the public cloud

### **Provide technical leadership in your areas of expertise**

You may lead internal project initiatives or work closely with Project Managers to understand deliverables and meet delivery deadlines

### **Estimate and plan projects requiring you to organize your own work effectively**

Work with the business to outline, plan and execute changes

Analyse operational data to identify and plan remediation as needed

Manage and maintain service performance through diagnosis, monitoring and troubleshooting

Investigate root cause of system failures and propose corrective actions to prevent future occurrence

Maintain the lifecycle of system agents, patching, system compliance and capacity planning

Maintain and monitor compliance to Corporate Security policies; Administrative Accounts use, Anti - virus, Patch status, Services etc.

**What you need to have:**

**Extensive, deep, technical knowledge of the Microsoft Windows Server ecosystem - ideally with multiple certifications.**

**Proven track record of infrastructure support of Microsoft Server environments on physical, virtual and public cloud platforms**

**A track record of identifying and delivering operational improvements, both technical and process.**

High level (English) communication skills to be able to communicate at all levels of the organization including senior managers/leaders and to be able to comfortably chair meetings, lead presentations and run training sessions as required.

Strong interpersonal skills with the ability to influence and share complex concepts across a large Global team.

Working experience with Active Directory and Identity & Access Management

**PowerShell Scripting:** Create, enhance, and maintain PowerShell scripts designed to automate administrative tasks across various systems and applications. Scripts to streamline workflows in identifying repetitive and time consuming administrative processes and develop PowerShell solutions to automate them in improving efficiency, and reduce manual

interventions.

Hands on experience with Windows server functions/agents/processes - such as anti-virus, patch management, vulnerability scanning, Microsoft failover clustering & Hyper-V

Knowledge of Group Policy Management and how to configure

A proven track record of accomplishment in identifying and delivering operational improvements, both technical and process

A willingness to work across technical teams globally (including flexibility with working hours to collaborate globally).

**What will make you stand out:**

**Certifications in Microsoft Windows Systems Engineer, Azure and AWS**

**Hands-on experience with full range of Amazon Web Services (AWS) environments and services, including but not limited to core IaaS (IAM, VPC, EC2, S3, EBS, ELB) and native AWS PaaS Services (Lambda, AWS Config, EMR, Athena, EKS, etc.)**

**AWS or Azure public cloud experience in solution development or architecture.**

**Have and to maintain an in-depth understanding of AWS and Azure public cloud technologies to ensure all appropriate options are considered to support business initiatives.**

**Hands-on experience with large Azure (and/or) AWS public cloud environments, including core compute, storage, networking) platform, PaaS and IAM offerings.**

**Certifications will be looked on favourably.**

Experience with containers and container orchestration, Kubernetes, and Docker, including lifecycle management of containers.

Proven track record of estimating, planning and leading technical projects

Knowledge of web, security, and networking protocols, private cloud or on prem solution architecture experience.

Prior experience with implementing enterprise cloud management platforms.

Have experience in task automation and orchestration, PowerShell scripting and mapping outplex process workflows to create future automation

**DevOps/coding skills in Python , CloudFormation, Terraform, GitHub, Jenkins, and GitHub Actions.**

Amitment to best practices and striving for the elimination of manual operational processes to promote a DevOps oriented software delivery model.

Experience with SOAP and REST APIs to support integration of infrastructure, cloud and PaaS technologies.

Experience with web-based applications and/or web services-based applications.

Job ID R\_250241

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