



Systems & Network Administrator Job Description

Company background

Map of Ag is a global pioneer in agricultural analysis and modelling technology. We provide expert knowledge and insight to agriculture and food chain industries from our offices in the UK, Argentina and New Zealand.

Providing access to intelligently sourced data and information from farms, we enable businesses within the agriculture industry and food chain to maximise the impact of planning and decision-making.

Map of Ag enables partners to generate insight and gain knowledge of industry trends by talking directly to farmers and, more specifically, to address targeted questions which are relevant to businesses.

Role

As the business expands, we are actively seeking a skilled Systems & Network Administrator to join our global Systems team. Your responsibilities will include maintaining and managing our software, hardware, and networks across 6 sites in 3 countries (and growing).

Responsibilities include:

- Maintenance and administration of computer networks and related computing environments including systems software, applications software, hardware, and configurations.
- Configuration, management and maintenance of on-premise VOIP PBX phone system.
- Configuration, management and maintenance of networking infrastructure including DNS, switches, setting up firmware, pfSense, VPN, interoffice network, firewalls and internal routing.
- Network monitoring and optimisation
- Website, SSL certificate and domain management.
- Management of user accounts and on-boarding and off-boarding of employees.
- Protecting data, software, and hardware by coordinating, planning and implementing network security measures.
- Installation of new network infrastructures including inter-office phone systems and configuring Office 365/Azure.
- Maintenance, configuration, and monitoring of devices and security using Intune device management (MDM) within Azure.

- Monitoring and configuration of Exchange online security settings.
- Organisation and scheduling of upgrades and maintenance for networks and systems with minimal downtime.
- Configuration, monitoring and maintenance of backup and replication routines, including documentation and testing.
- Organisation, configuration and implementation of regular disaster recovery fire drills, with regular review of the procedure and documentation.
- System and Service monitoring (e.g. Nagios).
- Proactive identification of issues and production of solutions/proposals that address these issues.
- Maintenance of equipment inventory and records/logs of repairs and fixes.
- Troubleshooting, diagnosing and resolving hardware, software, and other network and system problems.
- Provision of technical support for all offices and employees (some out of hours/weekend/holiday support may be required).
- Creation and maintenance of IT related documentation and training material.
- Keep up to date with new technology, potential security vulnerabilities and resolution methods.
- The role also includes the opportunity to research, recommend, develop and implement Information Security Management processes, controls and reporting with the aim of promoting security policy compliance, achieving industry standard security certification and following best practice.

This role would best suit a Systems & Network Administrator with over 5 years of relevant experience.

Reporting

You will report to the Head of Systems.

Profile Sought

Essential:

- Advanced knowledge of Windows, Azure Active Directory and Intune (MDM) configuration and maintenance
- Advanced knowledge of Ubuntu Linux configuration and system functions
- Knowledge of OSX/macOS
- Advanced knowledge of telephone systems such as Asterisk
- Knowledge of websites and intranet systems (including JavaScript/NodeJS/HTML/CSS/JQuery/Apache/Nginx)
- Experience in security and business continuity, disaster recovery
- Advanced understanding of ISP services / protocols /network concepts (IP, TCP, DNS, Mail, HTTP(s), Routing, Switching concepts, Load balancers, Layer 7 firewalls)
- Installation & configuration of Cisco, Ubiquiti and pfSense hardware
- Administration and installation of virtual pbx and VOIP phone systems



- Knowledge of VPNs
- Cabling, patching and physical network installations.
- CRM, ERP, Financial, Time Management, HR, and operations management systems including collaborative software and credentials management.
- Systems integration and migration experience
- Experience with virtualisation (e.g. VirtualBox)
- Installation and management of open source monitoring & logging tools (e.g. Nagios, ELK, Prometheus)
- Displays strong analytical and troubleshooting abilities with attention to detail
- Energetic team player with excellent interpersonal skills
- Strong organisation and time management skills
- Ability to multi-task with a can-do mindset, undaunted by shifting priorities or uncertainty
- Excellent technical written and verbal English

Desirable:

- Computer Aided Telephone Interview (CATI) systems
- Experience managing and configuring databases (including MySQL)
- Experience working to security standards such as ISO 27001

Location

The Systems & Network Administrator will be based out of our Woodbridge office.

Compensation

As per the offer letter.

Applications

Please email covering letter and CV by 31 August 2019 to recruitment@mapof.ag

