

We are looking for a highly skilled and motivated IT Operations Administrator to join our team. In this role, you will be responsible for managing and maintaining our company's IT infrastructure, ensuring the smooth operation of various systems and platforms. You must be able to work effectively in a fast-paced environment, possess excellent communication skills, and be self-motivated.

Responsibilities:

- Manage and maintain the content management system (CMS), ensuring website and intranet updates are executed accurately and in a timely fashion.
- Oversee the company's knowledge base, ensure it is organized and up-to-date, and conduct periodic updates and upgrades for efficiency and usability.
- Administer the company's productivity suite, such as Microsoft Office 365, to ensure all applications are functioning correctly and efficiently.
- Manage the company's email system, including configuration, security, and maintenance.
- Create and manage user and computer accounts, ensuring appropriate access levels are granted and revoked.
- Administer multi-factor authentication (MFA) and Mobile Device Management (MDM) systems to protect user accounts and data.
- Register and configure company devices, including laptops, mobile phones, and tablets.
- Deploy software applications to users, ensuring proper installation and configuration.
- Manage and maintain the company's IT inventory for accurate and up-to-date information.
- Administer the company's Customer Relationship Management (CRM) platform, ensuring accurate data and efficient use.
- Manage and support online meeting platforms, such as Zoom, ensuring meetings run smoothly and efficiently.
- Administer the company's instant messaging platform for secure and efficient communication.
- Configure and manage secure browsing systems, such as firewalls and VPNs, to ensure secure browsing.
- Respond to security alerts from the Security Operations Center (SOC), endpoint detection systems, and cloud security systems, ensuring timely and efficient response to potential security threats.

Qualifications:

- Bachelor's degree in Computer Science or related field preferred.
- Minimum of 5 years of experience in IT operations or related field.

- Strong knowledge of CMS administration, email administration, user account administration, and endpoint security.
- Familiarity with CRM platforms, online meeting platforms, and instant messaging platforms.
- Experience with MFA administration, MDM administration, and device registration.
- Familiarity with cloud security and secure browsing systems.
- Excellent communication and problem-solving skills.
- Ability to work well in a team and independently.
- Relevant certifications such as CISSP, SANS, or Security+ are a plus.

Our core values are:

- **Everything is Possible: Believe abundantly:** We passionately work to make the security industry better. We believe in possibilities, not limitations.
- **Humility: Leave egos at the door:** We build together, win together, fail together. We celebrate each other, carry each other, invest in each other. No room for drama.
- **Continuous Innovation: Never accept the status quo:** Innovation is a relay without a finish line.