INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR

OUR MISSION IS TO ENSURE THE SAFETY OF LAW ENFORCEMENT OFFICERS AND COMMUNITIES.

At KOLOGIK, we are passionate about enhancing public safety by creating new data-sharing technologies that turn ideas into solutions. KOLOGIK technology creates scalable public safety systems that securely share private information with unfiltered access to multi-layered data.

We are looking for an Information Technology Systems Administrator with significant experience with managing and supporting Software as a Service (SaaS) products, and specifically in the Azure cloud platform.

You will be responsible for assisting in the delivery and support of Kologik technology while maintaining a high level of reliability. This includes ensuring that all technology used by Kologik and its customers is functional, kept up to date, backed-up, and is managed in a cost-effective manner. This role is also responsible for triaging issues escalated by Kologik employees to ensure that they can accomplish their tasks successfully.

This position also includes leadership responsibilities, such as providing an escalation path for issues to other members of the Kologik team (for both technical and customer service-related items), identifying growth opportunities in the Kologik's use of technology, and by assisting the leadership team in carrying out initiatives by educating team members and enforcing accountability.

An Information Technology Systems Administrator must show initiative, be motivated by technology, have a customer-focused mindset, and maintain a great attention to detail. This role requires a very high level of technical proficiency and requires an individual with executive presence and excellent written and verbal communication skills.

YOUR DAY-TO-DAY

- Support and Maintain Kologik Applications
    - Deploy, configure, maintain, and troubleshoot Azure cloud services including but not limited to:
        - Azure Application Gateway, Azure App Services, Application Insights, Azure SQL Databases, Log Analytics, Networking, Storage, Virtual Machines, and VPN Gateways
    - Develop and maintain high-quality backup and monitoring tools for Kologik systems to ensure they are functioning and performing properly
    - Check logs, verify backups, and review monitoring tools, resources, and applications to ensure security and data integrity
    - Write and maintain PowerShell scripts to automate daily and routine tasks
    - Take ownership of reported customer issues and follow through to a resolution. After resolution is in place, follow up to ensure IT systems are functional.
    - Participate in 24x7 on-call rotation
- Support and Maintain Internal Kologik Applications
    - Administer cloud-based Microsoft 365 platform, primarily OneDrive, Office, Teams, Exchange, and Azure Active Directory (AAD) accounts

- o Triage and respond to employee issues and inquiries as soon as possible with accurate information
  - o Maintain the company's IT equipment inventory
  - o Maintain the company's software subscriptions
- Improve Kologik Policies and Procedures
  - o Assist in the development and implementation of the Kologik IT Technology Roadmap
  - o Create and maintain a comprehensive IT system, site, and other forms of documentation
  - o Work to implement best practice security polices at Kologik and abide by industry security standards
  - o Collaborate with Product Management and Engineering teams to design new features and products
  - o Participate in continued learning and skills growth; acquisition of assigned certifications

SKILLS AND COMPETENCIES

- Self-motivated and organized – you thrive in a fast-paced, startup environment
- Able to conceptualize, manage, and prioritize multiple projects
- Able to work independently, excellent personal organization and able to demonstrate consistently balanced good judgement and logical thought prioritization
- Ability to maintain a keen attention to detail, multitask and work well under pressure
- Excellent problem solver who proactively identifies, breaks down, and solves complex problems
- Strong written and verbal communication skills that can help the team understand customer problems and drive prioritization
- Exposure to or awareness of all phases of software development projects including analysis, systems design, development, and testing approaches

BASIC QUALIFICATIONS

- 3+ years of technical experience building IT Cloud Infrastructure, including Network & Security systems in a cloud environment (Azure preferred)
- Bachelor's Degree in Information Systems, related field, or equivalent applicable experience
- Experience managing Windows Servers, Microsoft SQL, and web-based applications
- Experience managing and configuring Office 365 services including Exchange Online, SharePoint Online, OneDrive, Teams, Endpoint Protection/Intune, and Azure AD
- Familiarity with internet protocols, network firewalls, routing, switching, and VPN
- Strong understanding and knowledge of Windows server applications including Active Directory, DNS, DHCP, IIS, Azure AD Connect, and GPOs
- Strong working knowledge of scripting languages, primarily PowerShell
- Clear understanding of software development lifecycle methodologies
- Ability to handle shifting priorities and showing strong judgment in prioritization when working in a fast-paced environment
- Must be able to pass a criminal background check and drug test
- Must have a home working environment conducive to effective customer facing and internal meetings, including reliable internet and a dedicated, quiet home office

PREFERRED QUALIFICATIONS

- 5+ years of technical experience building IT Cloud Infrastructure, including Network & Security systems in a cloud environment (Azure preferred)
- In-depth experience with public/private cloud platforms both for PaaS, IaaS, and SaaS

- Working knowledge of virtualization technologies (VMware, Hyper-V, AWS, and/or Azure)
- Experience with DevOps automation tools to implement CI/CD
- Hands-on experience with microservices and distributed application architecture, such as containers, Kubernetes, and/or serverless technology
- Understanding of application architectures, databases, SQL, JSON, REST APIs, etc.
- Experience working with Law Enforcement or Public Safety organizations is highly desirable
- Previous experience working in small business and large enterprise organizations preferred
- Microsoft Azure and/or CISSP certifications are a plus

WHY KOLOGIK

In pursuit of our vision to become the nation's leading provider of secure data retrieved, managed, controlled and stored across multiple servers, KOLOGIK always wants to hear from top professionals interested in joining our team. We thrive in a culture of teamwork and success. Our employees are our greatest assets; therefore, we strive to create a work environment where you can feel valued and productive.

We offer:
- Competitive salary and uncapped commission
- Medical, dental, and vision coverage
- 401k with generous employer match
- Paid time off

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteranstatus, or disability status.

Apply by sending your resume to jobs@kologik.com.