

## Job title: Junior Systems Engineer

### 15below's Vision:

To become the undisputed global leader in traveller communications by providing the single competitive advantage in travel: customer engagement through brilliant communications.

We make journeys easier and more enjoyable by giving our customers and their passengers a stronger sense of control. From disruption management to hyper-personalised pre-departure communications and mobile boarding passes, we build the technology to help companies stay connected with their customers at every stage of their journey.

Established in 2000, we have since grown to become one of the travel industry's major suppliers of passenger messaging solutions. More than 45 airlines, including Qantas, Virgin Australia, Ryanair and JetBlue use our notifications platform. With big ambitions for the future, it's time for us to expand our growing team and we're hoping you are who we're looking for.

### The role:

We truly believe in technical and professional excellence. As part of a rapidly growing team of 115 people you'll share our values of Connected, Collaborative, Progressive, Knowledgeable and Enjoyable. With your knowledge and expertise, you will be helping 15below to continually push the boundaries.

As a Junior Systems Engineer you will be part of a team that is responsible for developing and maintaining the core systems infrastructure that the 15below platform is built upon.

### What you'll be doing:

- Day to day first line technical support of our internal users including:
  - Desktop and laptop hardware and software support.
  - Microsoft Windows and Office applications support.
  - Basic network troubleshooting.
  - User account creation and management.
  - Support of remote users currently located in four countries in different time zones.
- Assess, prioritise and resolve issues raised through the internal helpdesk system, escalating wherever necessary.
- Perform routine system maintenance tasks including regular checks, backups and performance reviews.
- Work with other technical teams within 15below to resolve issues where required skills lie outside the infrastructure team.
- Produce documentation and effective communication of any changes to systems and processes.
- Foster collaboration and communication amongst team members
- Perform other related duties as required and assigned
- Adhere to 15below policies and company values

### Skills we want:

- 1 year PC support, working within a Microsoft based environment.
- Proven experience installing, configuring, supporting and troubleshooting Microsoft Windows 10 and Office Applications.
- Experience troubleshooting basic networking problems.
- Understanding and experience of Active Directory, DNS and DHCP.
- Strong analytical and troubleshooting skills.
- Enthusiasm to learn and progress within a small but busy team supporting an enterprise scale infrastructure.
- Good problem solving and analytical skills

### Skills to impress:

- Exposure to Network infrastructure, Virtualisation, managing Windows Server OS's.
- Experience of backup technologies and methods.
- Group Policy Management.
- Windows PowerShell scripting.

### What kind of person you are:

Naturally we're looking for the best. We want someone who:

- Thrives on challenges, loves grappling with complexity.
- Collaborates effectively with other disciplines and can be trusted to deliver.
- Wants to invent cool, progressive stuff that's useful to the industry.
- Has a calm presence of mind and a strong sensible streak.
- Knows how to have a bit of fun now and again.

### What's in it for you?

Work is a big part of life, so it has to be challenging and enjoyable. This job is about empowering you to do your best work as part of a fantastic team.

Package	25 days annual holiday Private Medical Insurance Life assurance 5% Employer Contribution Pension Scheme
Flexible benefits	Various salary sacrifice schemes including: <ul style="list-style-type: none"> <li>- Childcare vouchers</li> <li>- Cycle to Work scheme</li> <li>- Holiday Purchase scheme</li> </ul>
Other perks	Free on-site massages, fortnightly 'wind-downs'

## Job Description

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Reporting to	Technical Operations Team Lead
Location	Brighton, United Kingdom
Start date	ASAP
Hours	Full-time

### Interested?

Email us at [jobs@15below.com](mailto:jobs@15below.com) and share with us why you're perfect for this role.

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