

Job Description

Systems Administrator

Position: Systems Administrator

Reporting to: Systems Manager

Summary:

The primary function of this role is to manage the processes of onboarding new staff, making changes to current staff details, and exiting staff from company systems where required.

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The intent of this position is to provide system support and administration with a focus on the Property Suite system.

To ensure that the IT Services we use run to the highest level of performance. Should any person in the company require assistance they will be given the highest level of service possible, so their requests are completed as soon as possible, with the minimum amount of disruption and in alignment with the overall direction, as determined by the Systems Manager.

- Assist and complete Property Suite tasks and change requests.
- Provide solutions, where possible, to questions, requests and issues.
- Desk based role but will from time to time require some work outside the office.
- When requests cannot be resolved these are to be escalated to other parties for resolution either other staff members, the Systems Manager or Property Suite.

Primary Responsibilities:

- To be a point of contact for support along with the other support team members, answering support queries via phone and/or email.
- Seek direction and attend daily meeting run by the Systems Manager.
- Take ownership of user requests and be proactive when resolving the user issues.
- Maintain a log of any repeat problems detected and escalate to other parties to determine root cause and resolve.
- Escalate requests that are likely to miss the SLA agreed with the business.
- Accurately update systems with additions, deletions and changes.
- Assist with IT Projects when required
- Utilise Zendesk to provide Media Support to all staff as required
- Provide additional training as a result where applicable
- Liaise with the Marketing Department regarding the creation and alteration of templates for advertising and branding within Property Suite
- Ensure branding is maintained in templates
- Coordinate contact with all new and existing advertising suppliers for technical and pricing information
- Maintain spreadsheet with company advertising rates
- Liaise with management in regard to pricing and pricing increases
- Update advertising prices in Property Suite as required and instructed
- Maintain and update product options, bookable items and packages in Property Suite to always provide appropriate and up to date information for salespeople and support staff

Position Requirements

- Excellent people skills.
- Excellent telephone manner

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- Maintain accurate documentation in systems and in relation to any interaction with staff and suppliers in support requests and escalations.
- Experience of using call logging software.
- Experience with using Microsoft Office 365 Suite with an emphasis on Excel.
- Good problem-solving abilities.
- Ability to effectively priorities and execute tasks when required.
- Experienced at working in a team-oriented, collaborative environment.
- Excellent Attitude and willingness to learn.
- Familiar with iPhone, iPad, Laptops and Computers.
- Good written and oral communication skills.
- Personable, approachable, capable of communicating effectively with a broad range of personnel, ability to put people at ease.
- Driver's License.
- Ability to learn using systems that are relevant to the industry.
- Grow to understand these systems and how they work to effectively solve problems or gather information relevant to the issues.
- Property Suite experience an advantage.
- Provide Media Support for Property Suite
- Coordinate creation and alteration of Property Suite Media templates
- Coordinate and update advertising prices for all branches
- Coordinate, maintain and update product options, bookable items and packages in Property Suite
- Coordinate media training for all appropriate Sales Support staff
- Coordinate training for all salespeople and PA's on media as required

Personal attributes

- High integrity and loyalty
- Strong focus on customer service and professionalism – customer orientation.
- Quality focused
- Methodical
- Trouble shooter, problem solver
- Calm under pressure
- Resourceful
- Acts in the best interests of Property Brokers always.
- Able to communicate effectively within a team
- Loves all things software
- Confident

Duties and responsibilities can vary from time to time as and when required by the Principal, General Manager or IT Manager and Systems Manager. Working closely with Marketing Manager and Media support person were required.