



MAKING IMAGINARY WORLDS A REALITY

JOB DESCRIPTION

Place of Employment:	Weta Workshop Ltd Camperdown Studios Cnr Camperdown & Park Roads, Miramar, Wellington.
Job Title:	Senior Systems Administrator
Reports to:	IT Manager
Name:	Candidate
Direct Reports:	None

JOB PURPOSE

The role of Senior Systems Administrator is to provide technical support, training, maintenance, improvements and system administration to support the IT users within Weta Workshop and maintain the core IT systems and infrastructure.

MAIN RESPONSIBILITIES

- Provide technical support, training, maintenance and improvements for 200+ personnel using Windows, Mac and Linux servers and workstations
- Administration and support of Weta Workshop's network, server infrastructure and applications
- Coach and supervise the Systems Administrators and IT Support Technicians, including ensuring timely fault resolution
- Project management as assigned

KEY DUTIES

Provide technical support, training, maintenance and improvements to staff and crew:

- Supporting Office 365 environment, including account set up, configuration and training
- Supervising the installation, licensing, upgrades and configuration of our workstation software and hardware; create and manage software deployment packages
- Ensure that all systems are patched and configured according to industry best practices
- Create and maintain IT databases and technical documentation, streamlining processes
- Provide desktop support for all creative/non-creative applications as needed
- Assist IT Manager with project/facility IT requirements, researching appropriate solutions

- Improving Weta Workshop staff overall IT proficiency
- Provide telephone support to remote Weta Workshop staff and clients on occasion
- Training new IT staff

Administration and support of Weta Workshop's network, server infrastructure and applications:

- Server administration Windows/Linux
- Manage NetApp storage systems and VMware virtualisation clusters
- Maintain a healthy Active Directory
- Configure and maintain Cisco networking hardware
- Configure, troubleshoot and maintain Enterprise WiFi systems
- VoIP system administration
- Maintain finance and business applications, including Finance ERP
- Troubleshoot network related issues and escalate to third party support where necessary

Coach and supervise the Systems Administrators and IT Support Technicians:

- Ensure the Systems Administrators and IT Support Technicians have timely fault resolutions
- Provide training to new IT staff
- Assist with managing IT team and Operations in the absence of the IT Manager

Project management as assigned:

- Work with IT Manager and service providers to plan and implement large-scale IT infrastructure changes or improvements

KEY RELATIONSHIPS

- IT Manager
- IT users within Weta Workshop
- Hardware and software support service providers
- IT gear and applications suppliers
- IT Support Technicians
- Systems Administrators
- Business Analysts
- Weta Digital IT

SKILLS / ATTRIBUTES REQUIRED

- Tertiary IT qualification or equivalent experience
- Excellent customer service, communication skills
- Good relationship skills and the ability to give effective one-on-one training
- Strong knowledge of Windows, Mac and Linux operating systems
- Ability to prioritise and supervise other team members
- Organised – keep up-to-date and tidy documentation
- Enthusiastic and a desire and ability to up-skill IT knowledge and skills
- Windows Server certification plus experience preferred
- VMware/Veeam training, certification and experience preferred
- Azure/Office 365 administration experience required
- NetApp ONTAP Data Management Software experience

- Exposure to Atlassian software stack and SaltStack preferred
- Working knowledge of Desktop Central and Bitdefender a plus
- Experience with Cisco networking preferred
- Powershell or Python scripting a plus
- Flexibility and the ability to adapt to an ever-changing work environment

EXPERIENCE

- Experience with creative software preferred
- Experience working in an IT Team within film / animation / TV a plus
- Experience in working with creative people
- 7+ years minimum relevant IT experience

FLEXIBILITY STATEMENT

Due to the dynamic nature of Weta Workshop, the tasks and responsibilities noted in this role description may change from time to time, to meet the needs of the business. As a result, it is expected that the incumbent is prepared for changes to the role and this description of it, on a day-to-day-basis. Any 'material' changes will be mutually agreed between the parties and noted in this document/in writing.