

Systems Administrator Cricket Media Job Description

About Cricket Media:

Cricket Media is a global award-winning children's media company that pairs critically acclaimed content with a safe and secure learning network to create extraordinary educational multi-media products for children, families, teachers and partners across the world. We are a company of eager doers – of entrepreneurs, educators and creatives - who are committed to making, building and supporting innovative learning experiences. If you want to enthusiastically make great things happen with a group of colleagues who check egos and office politics at the door, then you may well belong with us.

Cricket Media has a portfolio of 11 market-leading and branded media products for toddlers to teens, including Babybug, Ladybug, Cricket® and Cobblestone®, with multiple language editions and apps in English, Spanish and Chinese, including Story Bug, our digital storytelling application. Our innovative web-based K12 tools for school and home include the ePals community and virtual classroom for global collaboration as well as In2Books®, a Common Core eMentoring program that builds reading, writing and critical thinking skills. Cricket Media's reach - in the classroom and with our global consumers – is unparalleled, serving approximately one million classrooms and millions of teachers, students and parents in over 200 countries and territories through its platform and partnership in China. Cricket Media also licenses its content and platform to top publishing and educational companies worldwide. To learn more about our company, visit us at www.CricketMedia.com.

About the Position:

Cricket Media seeks a motivated, dependable systems / network administrator to join our team. The candidate will be responsible for managing, implementing, and administrating the Internal corporate systems and networks of two offices. Must have hands-on experience in Cloud computing, storage management, VM infrastructure administration, Microsoft Windows OS and Apple OS. Knowledge and experience in Digitization is a plus.

- **Type of Position:** Full-time
- **Location:** McLean, VA
- **Reports to:** VP, IT Operations

Responsibilities:

- Install, configure and maintain servers, storage and network in two office locations and on the cloud
- Supports software vendor to ensure application software is installed correctly and all current maintenance levels have been applied
- Document tasks and procedures for setting up and maintaining and monitoring systems
- Automate system and database backup and perform recovery when needed
- Manage disaster recovery plans
- Active Directory /MS Exchange Online (Office 365) account management
- Support and maintain MS Great Plains and Peachtree accounting applications

- Digitizing years of office paper documents
- Evaluate new technologies to improve service reliability, performance, and efficiency

Qualifications:

- Bachelor's degree in Computer Science, Engineering, or related field, or equivalent work experience;
- 3-4 years of experience supporting Windows / Apple OS
- Experience with Microsoft Office 365, Amazon Web Services (AWS) and VMware
- Solid skills in storage management
- Experience with supporting web-based applications on both Windows and Apple OS
- Experience in mission-critical operations
- Experience with Cisco network administration and Cisco ASA firewalls is a plus
- Experience with ticket systems (Jira / SysAid) is a plus
- Adaptability to multi-task and work under tight deadlines
- Attention to detail
- Strong problem-solving and analytical skills
- Excellent interpersonal, documentation, time management, and organizational skills
- Proactive, quick learner, self-starter

Working at Cricket Media:

Cricket Media has a diverse workforce with individuals who are leaders in their fields committed to making a difference at the intersection of content, technology and education. Our staff is universally committed by the desire to “do well and do good.” People who value these ideas, understand how to make them real at scale, and who thrive in a fast paced environment will do well at our company. Our culture values and encourages creativity, transparency, accountability, and integrity. Cricket Media is an equal opportunity employer and does not discriminate in employment. We also offer a full range of employment benefits for our regular full-time employees.

To apply: Send cover letter and resume to jobs@cricketmedia.com. Please reference “Systems Administrator” in the subject line. No phone calls please.