

Position: Associate Principal Analyst – System Administrator

Experience: 5-9 years

Factspan Overview:

Factspan is a pure play data and analytics services organization. We partner with fortune 500 enterprises to build an analytics center of excellence, generating insights and solutions from raw data to solve business challenges, make strategic recommendations and implement new processes that help them succeed. With offices in Seattle, Washington and Bengaluru, India; we use a global delivery model to service our customers. Our customers include industry leaders from Retail, Financial Services, Hospitality, and technology sectors.

Role Overview

We are seeking a skilled System Administrator to manage and support IT infrastructure, focusing on asset allocation, laptop imaging, and first-level developer support. The ideal candidate will be responsible for maintaining IT assets, ensuring seamless configuration and deployment of laptops, and providing essential technical assistance to developers.

Key Responsibilities:

- **Asset Allocation & Management:**
 - Track, allocate, and manage IT assets, including laptops, desktops, and peripherals.
 - Maintain inventory and ensure proper documentation of all IT assets.
 - Ensure timely deployment and retrieval of IT equipment.
- **Laptop Imaging & Configuration:**
 - Develop, maintain, and deploy standardized OS images for laptops and desktops.
 - Configure system settings, drivers, and required applications.
 - Troubleshoot imaging failures and ensure compliance with security policies.
- **First-Level Development Support:**
 - Provide initial troubleshooting support for developers on system-related issues.
 - Assist in setting up development environments, including software installations and configurations.
 - Work with the development team to address connectivity and performance issues.
- **General IT Support:**
 - Respond to and resolve IT support tickets in a timely manner.
 - Ensure security and compliance policies are followed across all IT operations

Required Skills and Qualifications:

- Bachelor's degree in IT, Computer Science, or a related field (or equivalent experience).
- 2+ years of experience in IT asset management, system administration, or related roles.
- Proficiency in laptop imaging tools (e.g., SCCM, MDT, Ghost, Intune).
- Basic knowledge of development environments (IDEs, databases, version control systems).
- Strong troubleshooting and problem-solving skills.
- Good understanding of Windows and macOS system administration.
- Familiarity with IT security practices and compliance standards

Why Should You Apply?

Grow with Us: Be part of a hyper- growthstartup with great opportunities to Learn & innovate.

People: Join hands with the talented, warm, collaborative team and highly accomplished leadership.