

# Argentina Jobs Expertini®

## IT Systems Administrator

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Company: Dialpad, Inc.

Location: Buenos Aires

Category: other-general

### About Dialpad

#### Work Beautifully

Dialpad is the leading Ai-Powered Customer Intelligence Platform that is transforming how the world works together. Based on 4 billion minutes of analyzed voice and meetings data and growing, we have designed one, beautiful workspace that seamlessly combines the most advanced Ai Contact Center, Ai Sales, Ai Voice, and Ai Meetings with Ai Messaging. More than 30,000 innovative brands and millions of people use Dialpad to unlock productivity, collaboration, and customer satisfaction with real-time Ai insights. With initial funding and leadership from Google and leading venture capitalists such as ICONIQ and Andreessen Horowitz, Dialpad has over \$200M in ARR and is one of the fastest growing Ai companies in the world.

#### About the team

You will be part of a global IT support team that plays a key role in delivering IT services for the Dialpad family of employees across the world and various time zones.

#### About the role

Dialpad is looking to add a member to the IT team as an Atlassian IT Systems Administrator to participate in driving the adoption, maintenance, and expansion of Atlassian tools here at Dialpad. We heavily use Jira Projects, Jira Service Manager, Confluence, and Jira Automations.

This role is based in Argentina, and the successful candidate will be the local IT representative for the Global IT Team.

Candidates should have experience in administering complex environments, migrating systems from other tools to Atlassian product suite, and building high-quality systems to support business operations.

The person in this role should have strong technical skills, and be customer-focused, with superior organizational and prioritization management skills.

Deliver best-in-class user support, delivering quick and efficient resolutions to requests and incidents.

Design and support custom Jira workflows, fields, dashboards, and reports

Support Jira, Jira service management, and Confluence administration including the creation and management of custom complex projects, workflows, schemes, and custom fields.

Establish and promote best practices for the usage of Atlassian tools and its security model.

Serve as one of the subject matter experts as well as develop, test and deploy upgrades for Jira, Jira service management, and Confluence.

Meet with stakeholders to perform requirements gathering, business process workflows, and process improvements for new and existing projects and configuration

Strong written communication to support the creation and maintenance of internal technical documentation

Work with group admins to evaluate JIRA and Confluence plug-ins, determine licensing needs, and perform testing, installation and configuration of the plug-ins

Support and resolve issues with Atlassian Suite

**Candidate will be part of a larger IT Service Desk team and be available for user support, assisting with onboarding and offboarding tasks, responding to user requests and incidents. This role is office bound with hybrid possibilities as arranged and agreed with their reporting manager. The estimated time distribution is 60% Atlassian Administration work and 40% IT ServiceDesk duties.**

### **Skills you'll bring**

Bachelor's degree in related field or equivalent combination of education and experience

Excellent communication skills, client service focused

Experience with Atlassian products.

Experience with incident troubleshooting and escalation

Familiarity with service delivery frameworks such as ITIL

Comfortable working with mission critical and sensitive systems, with a sense of urgency appropriate to the responsibilities

Self motivated, independent, team player, and go getter attitude

**Bonus if you have experience in:**

**Understanding of JIRA APIs and webhooks**

Okta Workflows and Administration

**Microsoft Intune and Jamf Pro MDM tools**

Google Cloud Workspace / GSuite

MacOS, Windows 10, Windows 11 and ChromeOS.

**Dialpad benefits and perks**

**Equity, balance, and belonging**

At Dialpad, we strive to ensure that Dialers are free to bring their full selves to work each day, and champion the intersectionality that exists between gender identity, ethnicity, age, disability status, and the many other aspects of our greater humanity.

**Culture**

We've been named a Top Workplace seven times, and a big part of this is because of our collaborative culture that elevates our teammates, celebrates wins, and brings together passion and talent.

**Compensation and equity**

Teamwork makes the dream work, and Dialpad offers competitive rates in addition to stock options because each and every Dialer participates in our success.

**Continuing education**

Dialpad offers a yearly stipend for continued learning and education expenses.

Don't meet every single requirement? Studies have shown that women and marginalized

groups are less likely to apply to jobs unless they meet every single qualification. At Dialpad we are dedicated to building an inclusive and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways. You may be just the right candidate for this or other roles.

**Dialpad is an equal-opportunity employer. We are dedicated to creating a community of inclusion and an environment free from discrimination or harassment.**

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