

## **IT SYSTEMS ADMINISTRATOR**

### **About Wordery**

Wordery is a fast growing global online book retailer.

Based in Farnborough, Hampshire, Wordery was founded in October 2012 by a team of bookselling eCommerce entrepreneurs in partnership with Bertrams, one of the UK's largest book wholesalers.

With sales doubling annually since inception, Wordery is a significantly successful story in the start-up world.

Wordery sells a range of over 10 million books over to over 100 countries via 10 channels, and is one of the top booksellers in the UK.

Our dedicated D2C channel, [wordery.com](http://wordery.com), launched in October 2013 and is now a substantial part of the business and the key area of focus and growth.

### **The Role**

Business Operations are a multi-disciplinary team made up of developers, analysts, and systems experts. This role is integral to this team through its purpose of developing, maintaining, and supporting our key systems and infrastructure in order to maintain current activity and support the growth of our bespoke e-commerce platform.

### **Responsibilities**

- Manage, develop, and participate in the team technical support structure.
  - Provide a great service to the business through proactive monitoring, process automation, and reactive support.
  - Document and implement new support procedures.
  - Manage the transfer of key knowledge throughout members of the support team.
- Provide function knowledge expertise, thought leadership and strategic input into the Business Operation plans.
- Support the development teams with DevOps processes such as continuous integration, automated testing, and configuration management.
- Monitor, maintain, and improve BAU infrastructure, systems, and processes.
- Aid in the development of new systems to support business priorities and growth plans.
- Manage the technical infrastructure and architecture associated with current and new systems.
- Provide 2nd/3rd line 24x7 technical support and monitoring.
- Deputise for the Business Operations Manager when required.

- Support the Business Operations multi-disciplinary team with projects as identified.
- Develop and mentor new team entrants to help them improve their value to the team.
- Follow internal compliance and security requirements.
- Follow and implement industry best practice.

**Management Accountabilities:**

- Drive and embed continual process and customer experience improvement
- Responsible for developing, implementing, and monitoring departmental goals and KPIs

**Contact:**

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