

Sybilla Technologies Spolka z o. o.
Torunska 59
85 - 023 Bydgoszcz
Poland

Open position for Senior IT Operations Specialist

Dear Madam/Sir,

Sybilla Technologies is looking for a Senior IT Operations Specialist who will join our Team and support the company in solving day-to-day IT-related problems helping to assure an efficient and secure IT infrastructure, smooth work of local (workstations, laptops) and global IT infrastructure (cloud and on premises infrastructure, services, servers, global sensor network) and support sensor network operations' team members, company employees, customer for which company provides operational services. Sybilla's daily operations involves supervision of a global network of sensors and distributed across the globe data processing and analysis servers. The company delivers data and services for European Union SST system (EU SST), European Space Agency, Polish Space Agency, commercial customers, and research entities. The person will support those activities through maintaining, upgrading, managing our software, hardware, and networks in operational environment.

We are looking for task-focused technically skilled candidates optimizing work and systems efficiency, while maintaining high effectiveness of their work. The ideal candidate must have information technology, computer science or IT systems management background as well as previous experience in similar role. The position will require visits to company's offices in Bydgoszcz, therefore a driving licence is required.

The company was established in 2011 on the basis of its founders' experience gained when building a global, robotic network of telescopes for Polish Academy of Sciences. Today the company employs over 30 people, skilled software engineers, operators, hardware engineers and researchers from the domain of optical data acquisition, processing, robotic control software, web front ends and distributed systems operators. Our principle is openness and taking one extra step for our customers and for our colleagues from the company, to maintain high work ethics, good spirit, and quality of work.

Sincerely yours
Piotr Sybilski
President of the Board

Senior IT Operations Specialist

About Sybilla Technologies

Sybilla Technologies designs, builds, and operates robotic optical observatories for monitoring objects in space. Company specializes in the software for automated data acquisition, analysis and scheduling of networks of sensors. We work in the domains of Space Situational Awareness, Space Surveillance and Tracking, Space Traffic Management, Near Earth Objects, stellar and planetary research, education, and commercial on-demand observations.

Company products:

- ABOT – Astronomical RoBOT – robotic operation of optical sensors.
- WebPlan – tasking networks of sensors.
- Astrometry24.NET (A24N) – data processing and analysis (astrometry, photometry, polarimetry).
- Turn-key, ground-based observatories for optical observations.

The company tasks over 40 sensors during peak demand on observations and delivers solutions for key stakeholders in the Space Safety domain in Europe, ranging from European Space Agency through national space agencies, commercial customers to education and research groups, individual users.

The company aims to broaden its portfolio of products by adding:

- Space Traffic Management certified observatories.
- Tools supporting supply of optical data for European Union SST.
- Polarimetric and spectroscopic capabilities.
- Easy to use toolset for individual customers.

Your responsibilities

- IT user, service, and device support, solving day-to-day, installation and decommissioning problems.
- Support to network infrastructure, Power Distribution Units, UPSes, control computers, servers, processing computers, observing equipment with IT components.
- Support to software infrastructure in the cloud on premises, laptops, workstations. Monitoring of services developed and operated by the company, sensor systems, clusters, their health, maintenance.
- Support to users, help desk in the area of VPNs, access levels, troubleshooting of complex issues.
- IT systems installation/servicing/configuration.
- Writing technical documentation – operational manuals, FAQs, checklists, procedures.
- User accounts administration.
- System configuration in terms of security of solutions and compliance with adopted policies.
- Safety and security of the IT infrastructure.
- Contribution to the security and safety risk indexes, best practices.
- Constant learning in terms of operational excellence, security of systems.
- Contact with and support to the software engineering team in deployment, automation bug fixing, logs gathering, performance.
- Contact and support to the sensor network operators
- Support to selection of IT equipment, purchases, and maintenance.
- The role requires visits to company's premises in Bydgoszcz and possibly installation-servicing trips abroad.
- The role may require (optional) travel to remote sites to install, fix or upgrade IT infrastructure.
- On duty weekends (one weekend per month, two days free during the month).
- Management of the IT tickets (prioritization, assignment, clarification, closing).

The candidate will build up and enforce knowledge in areas:

- IT Networks
- IT Administration
- IT System Architecture

Who are we looking for?

We are looking for a person who will provide expertise and support to the current IT team.

Qualifications:

- Higher education in information technology, computer science, IT systems management or other related fields (at least bachelor's degree).
- PowerShell scripting.
- 5 years working with Windows desktop and server systems/
- 3 years working with Docker.
- Proven previous experience as a System Administrator, Network Administrator, or similar role.
- In depth knowledge of computer systems.
- Track record on executing tasks/projects on time and with quality.
- Ability to diagnose complex IT problems.
- Problem solving skills.
- Very good command of English language in writing and speech (candidate should be able to read and write technical documentation).
- Good communication skills
- Driving license, cat. B.

Nice to have:

- Experience with .NET and/or SQL.
- Python scripting.
- Experience with Grafana.
- Experience with Azure (Active Directory, code building pipelines).
- Experience with updates of global distributed, remote systems (limited bandwidth and network stability).

Terms of employment:

- This position is subject to an employment contract.
- Remote/hybrid employment model (main office in Bydgoszcz).
- The candidate will be offered compensation relative to his/her experience and skills.
- The candidate will have a specialist assigned as mentor during initial weeks of employment.
- The candidate will have an advisor for selection and monitoring of career development paths.