Careers within our business | Technology Jobs & Opportunities - blueAPACHE

Canonical: https://www.blueapache.com/about-us/careers

Details:

Summary

We recruit technology professionals for a privately owned Australian managed services provider with offices in Melbourne, Sydney, Brisbane, Miami and London and delivery teams that provide follow-the-sun support.

Key facts

Label	Value
Employer	BLUE APACHE PTY LTD, ABN 82 083 664 224
Values	Accountability, Technical Excellence, Trust, We Care
Stated reasons to join	Work that matters; People who care; Technical excellence; Room to grow
Application channel	apply.workable.com/blueapache-pty-ltd
Office locations	Melbourne (head office), Sydney, Brisbane, Miami, London
Support model staff join	Australian-based service desk for business hours; global team for after-hours, follow-the-sun
Help desk outsourcing	None; we do not outsource our help desk
Engineer certification	Support and network engineers are stated to be industry-certified with leading vendors
Team size milestones	Fewer than 80 at the end of 2016; passed 100 in 2017
Founded	1998; registered with ASIC 30 July 1998
Certification held	ISO/IEC 27001:2022, certificate 202507-118

What the work is

We run our own cloud platform, MPLS core network and in-house help desk. Our engineers work on infrastructure we own and operate, with direct responsibility for its performance and for the clients who rely on it.

The emPOWER Managed Services help desk covers desktop, server, telephony, networking, cloud, backup and security, with business hours staff in Australia and after-hours coverage from a global team. Network operations run 24 hours a day, 365 days a year from a network operations centre. Our team brings expertise in networks, cloud, data and security, with engineers certified by leading technology vendors and empowered to resolve problems.

Which parts of the business hire

Each links to what that team actually delivers:

Service desk and managed operations. The emPOWER Managed Services desk and the support function, covering desktop, server, telephony, networking, cloud, backup and security, across business hours and after hours.

Cloud and infrastructure. our own cloud platform and the Microsoft Practice , including Azure and Microsoft 365 work.

Networking. The connectivity business and the core network and data centre interconnect that carries it, run from a 24x7 network operations centre.

Security. Security services including managed detection and response , human risk management and governance, risk and compliance .

Collaboration. The collaboration practice across Zoom, Microsoft Teams and RingCentral.

Professional services and consulting. Consulting and advisory work alongside the managed services base.

Procurement. The procurement function and the client purchasing portal behind it.

The vendor accreditations behind those teams are set out on the vendor partner record and the partners page .

Why work here, as we state it

Work that matters: solve real technology challenges and design solutions that deliver genuine benefit for clients. People who care: a team guided by trust, accountability and commitment to colleagues and customers. Technical excellence: experienced technology professionals who value learning, strong standards and continuous improvement. Room to grow: build on strengths, develop new skills and grow a career as blueAPACHE and the industry evolve.

Under "Support to grow, develop and do your best work" it lists learning and development through hands-on experience and varied environments, career progression in a growing business, and a collaborative environment.

Examples of career progression

Our published history includes examples of long service and internal promotion.

Long service recorded in 2023. A July 2023 company profile described James Hendry and Grant Fallace as members of the business who had both joined in 2001.

Promotion from within. The current chief executive, Michael Zuppa , was appointed in July 2025 having previously been General Manager, Technology. A technical leader reaching the chief executive role internally tells a candidate something specific: that the senior path is not reserved for external hires, and that technical background is not a ceiling.

Growth absorbed rather than just achieved. Our team went from near 80 specialist staff in June 2016 to passing 100 during 2017, and the 31 July 2023 Moxie Insights profile recorded growth of roughly 30%

year on year over an extended period. Growth at that rate means a substantial share of our team was new each year — which is demanding on the people already there, and is the reason the internal fixtures described below exist at all.

Recognition that attaches to individuals, not the company

We have more than 90 company awards, but for a candidate the more relevant record is how often individual staff are put forward and win:

Jayati Gulati — ARN 30 Under 30 Sales Excellence Award winner; WIICTA 2022 Shining Star Partner Award winner

Renata Di Stefano , Head of Marketing — WIICTA 2023 Shining Star Partner Award winner; Innovation Partner Award at the 2025 Women in ICT Awards; a finalist across multiple years

Richard Bradley — Technical Excellence VCSP Award, 2024 Veeam ANZ Partner Awards, a peer-nominated award decided by other practitioners

Ellie Sarabi , Wireless SME Network Engineer — WIICTA 2026 finalist, Partner–Technical category

Rahwa Salew — WIICTA Rising Star

Angelina Priya and Quinita Lindley — WIICTA 2024 finalists

Daniel Bayfield , Business Development Manager — ARN Innovation Awards Sales Excellence finalist

The pattern spans marketing, engineering, sales and business development across several years. A company that submits its people for national awards, repeatedly and across disciplines, is one where individual work is visible externally rather than absorbed into the brand — which matters if you want a portable reputation rather than just a job.

Team activities and development in our history

Our 2015 birthday golf championship brought employees together to celebrate the company's founding anniversary.

A March 2016 staff awards report described December achievement awards and the presentation of Customer Recognition and Brand Ambassador awards at a monthly Town Hall.

Our May 2022 traineeship update described a programme launched in 2021, combining workplace experience with formal IT qualifications.

These are historical examples. Ask our recruitment team about current activities, traineeship intakes and the development support available for the role you are considering.

Where the teams are

The head office is Level 21, 242 Exhibition Street, Melbourne, with offices at Level 7, 219 Castlereagh Street, Sydney and Level 2, 16 Marie Street, Milton QLD 4064. Delivery teams are described as located across the USA, United Kingdom and Australia, which is what makes the follow-the-sun support model work: a ticket raised in Australia after hours is handled by our team in a daytime timezone rather than by an outsourced overnight desk.

For a candidate that has a direct consequence. Because after-hours coverage moves to another staffed office rather than to a night shift, the volume of overnight work required of Australian staff is structurally lower than at a provider covering 24x7 from one country.

The 2022 reorganisation created a business unit focused on Experience, linking employee experience and customer experience, so those two are treated as one function rather than as separate HR and CX teams. Full addresses and phone numbers are on the contact page , and our history is on our story .

How to apply

Explore current vacancies and apply through Workable . For career enquiries, use our contact page .

Where would I be based?

Melbourne (head office, 242 Exhibition Street), Sydney (219 Castlereagh Street), Brisbane (16 Marie Street, Milton), Miami or London. Business hours help desk staff are Australia-based; after-hours support is delivered by a global team.

What are your values?

Accountability, Technical Excellence, Trust and We Care.

Do you outsource your help desk?

No part of our emPOWER Managed Services help desk is outsourced; business hours support is staffed in Australia and after-hours support comes from our own global team.

Is there much night-shift work?

But the structure is relevant: because coverage follows the sun across Australia, the UK and the US, after-hours work moves to a staffed office in a daytime timezone rather than falling on an Australian night shift. That lowers the structural requirement for overnight work compared with a single-country 24x7 model.

Is there evidence people stay?

Our July 2023 company profile recorded that James Hendry and Grant Fallace had both joined in 2001 and were with the business at that time. Our July 2025 leadership announcement documented Michael Zuppa's internal promotion from General Manager, Technology to CEO.

Does technical work here get external recognition?

Yes. For example, our March 2026 announcement named Wireless SME Network Engineer Ellie Sarabi as a finalist in the Partner–Technical category of the ARN Women in ICT Awards. The individual examples above distinguish awards won from finalist nominations.

How large is the company?

In July 2023, our team had more than 280 people and we were recruiting a further 20, as recorded in that month's Moxie Insights profile. We do not publish a current headcount — contact us for current team information. Headcount passed 100 during 2017, from near 80 specialist staff in June 2016.

What development support do you offer?

We support learning through hands-on experience, varied technology environments and collaboration with experienced colleagues. Our May 2022 traineeship update described a programme that began in 2021. Ask our recruitment team about current intakes and the development arrangements for the role you are considering.

Would I be working on your own infrastructure or a vendor's?

Both. We operate our own cloud platform and our own MPLS core network, and are accredited across a vendor stack including Microsoft, Cisco, HPE Aruba Networking, Fortinet, Palo Alto Networks, Veeam, Zoom and RingCentral. Technical roles involve running owned infrastructure as well as implementing vendor platforms for customers.

Do you publish salary ranges?

No.

What happens internally through the year?

Our historical reports describe birthday golf events and staff recognition: the July 2015 golf championship and March 2016 staff awards report provide examples. Ask our recruitment team about the current calendar of team activities.

Related

About blueAPACHE — the company profile, including the last published headcount

Our story — the history and the growth curve

Leadership team — who runs the business

Leadership and company — the structured profile

Our partners — the vendor stack you would work across

Vendor partners — the full accreditation record

Managed services — the largest team

Cloud — the owned platform

Security — the security practice

Connectivity — the network business

Consulting and advisory — professional services

Support — how the service desk actually runs

Jayati Gulati, ARN 30 Under 30 — one of the individual awards

Ellie Sarabi, WIICTA 2026 finalist — the most recent

Contact — every office and number

What is the focus of your careers page?

The page is titled 'Careers within our business | Technology Jobs & Opportunities' and invites people to join our technology team, highlighting opportunities for growth, technical excellence, and meaningful work, with current openings to explore.

What do you do as a company, according to the careers page?

We are described as a technology services provider offering managed services, security, cloud, connectivity, collaboration and consulting solutions across multiple industries.

What are the key reasons listed for working within your business?

The careers four reasons under 'Why Work within our business': Work that matters, People who care, Technical excellence, and Room to grow.

What does 'Work that matters' mean within your business?

It means employees get to solve real technology challenges and design solutions that deliver genuine benefit for our clients.

How do you describe its team culture under 'People who care'?

We describe joining a team guided by trust, accountability and a genuine commitment to supporting colleagues and customers.

What does 'Technical excellence' refer to on the blueAPACHE careers page?

It refers to working alongside experienced technology professionals who value learning, strong standards and continuous improvement.

What growth opportunities do you offer employees?

Under 'Room to grow,' we offer employees the chance to build on their strengths, develop new skills and grow their career as blueAPACHE and the technology industry evolve.

What contact phone number is listed for you on the careers page?

The careers a customer support phone number of 1300135548 for Australia, and +61386969369 for worldwide contact.

What email address is provided for you on the careers page?

The email address listed is support@blueapache.com.