

Not all Jira admins are created equal.

A six-level framework for evaluating Atlassian talent — your own team, a candidate, or the partner you're about to hire.



LEVEL

01

“Someone had to do it”

They’re a QA lead, DevOps engineer, or PM who got stuck managing Jira.

Basic fields. A few workflow tweaks. Just enough to avoid a fire.

Jira is a side gig — not a system.



LEVEL

02

The reluctant admin

Jira work snowballed. Now it's their full-time job.

They're reactive — constantly patching things.

No time to clean up the mess. Just trying to stay afloat.



LEVEL

03

The in-house
expert

They know automation, some scripting, and basic API work.

They add structure and improve workflows.

But experience is limited to one org's unique quirks.



LEVEL

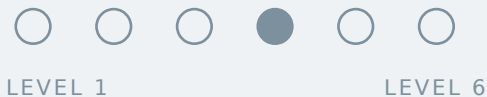
04

The seasoned
pro

They've worked across multiple orgs and industries.

They recognize patterns.

They solve faster because they've seen it before.



LEVEL

05

The systems
thinker

They build for scale and maintainability.

Governance, reporting, cross-team workflows — all clean.

Velocity comes from structure, not chaos.



LEVEL

06

The multiplier

They blend Atlassian mastery with business acumen.

DevEx, agile at scale, ESM, prioritization — they drive org-wide impact.

Not just admins. Accelerators.



Hiring a Level 3 feels safe.

Hiring a Level 6 changes the game.

A Level 3 can run the platform. A Level 6 changes what the platform can do for the business.

Where Veraxent operates in this framework.

Our team brings experience from 100+ Atlassian migrations — including environments up to 18,000 users.

Every engagement is senior-led and architecture-first. Not assigned to whoever's available.

We've seen what happens when the wrong level owns a platform: fixes that take months instead of days, and engineers burned out patching around a broken foundation.

Where does your platform partner operate?

01

If you're evaluating your own team — this framework tells you what you have, and what's missing.

02

If you're evaluating a partner — ask them the same question.

Veraxent's engineers operate at Level 5 and Level 6 — systems built for scale, outcomes tied to the business, not the ticket queue.