

## Responsibilities

- Desktop and server support, administration and configuration in a mixed Microsoft, Mac and Linux environment
- Assist with the management of the relationship and systems provided by outsourced support and IT companies
- Create and update documentation, policies and procedures as well as assisting in ensuring that they are adequately enforced and monitored
- Provide 1st line desktop support (via Email, telephone, helpdesk ticketing system, face to face), and 2nd line support directly, or by liaising with outsourced providers
- Support the set up and management of new and existing networks, firewalls, VPNs, routers, switches, servers, printers and VoIP devices.

## Knowledge & Experience

- Company specific training will be given, but you must have a good solid understanding of general IT support and administration. **This is not an entry level position**, you will be expected to hit the ground running in a fast paced environment with a growing workload.
- You will possess enough knowledge, skill and experience to be able to solve problems and find solutions with minimal supervision
- Excellent knowledge of general IT desktop hardware and software
- Experience of server management, monitoring and backups (e.g. tools such as HyperV, Veeam, PRTG Monitoring)
- Good working knowledge of VLANs, Firewalls, VPNs, VOIP, Windows Active Directory and Domain management (Cisco, Avaya, Microsoft Windows Server)
- Strong organisation, prioritisation and reporting skills

## Competencies

- Fluent English speaker with an exceptional command of the English language
- Excellent communication skills – open, collaborative, patient and approachable with the ability to engage internal stakeholders across the business, and the confidence to deliver professional grade induction and training sessions to groups
- Adaptable with a flexible approach to work, ability to use your own initiative
- Calm and focused under pressure - multitasking should come easily

## Other

- Occasional national and international travel will be required.
- Standard working hours for this role will be 8am-5pm Monday to Friday.
  - Out of hours work will be expected on occasion.
  - As the department continues to grow, a shift rota will be implemented
- An on-call rota 24-7/365 will be in place in the event of emergencies outside of office hours.
  - Call-outs may require action from home, or may require a visit to the office, data centre, or other location as required during unsociable hours

## Reporting

- This role reports to the Head of IT Systems and Support