Technical Systems Administrator Role

Job Specification

- Provide a Technical Response to all internal users related to Server and Network operations.

- Commission and deploy new Server and Network hardware.

- Understand and maintain the software we use in the provision of services such as Email, Proxy / Web Services and security.

- To provide assistance with routine maintenance processes such as Patching, Software Versions and Anti-Virus updates.

- Use an Internal Call Management system to manage workload and provide responses to end users.

- Provide a Technical Response service for other departments for queries related to the Managed Service and its operation.

- Responsibility for the completion of Managed Service scheduled tasks defined within the Service Level Agreements.

- Provide 3rd Line assistance to the Client Services and Service Delivery Teams for high priority issues.

- To provide services, outside of core working hours, to ensure the continued operation of the Internal Infrastructure and Managed Service operations. Over the course of a typical year we would expect the average to be less than 4 hours per month.

The company

We are a software development and services provision company that has seen constant growth over the last few years. We are now looking to recruit a multi skilled technical specialist to join our existing Infrastructure and Security Team in our Dunstable Office. The company provides a hybrid working policy allowing for a minimum of 1 day a week working in the office and the remainder working remotely.

They will be working in a busy department where their skills and knowledge will be in constant demand by all areas of the business. The work will be varied, fast paced and constant - taking in all aspects of our Internal Infrastructure. They will be expected to become an expert in various products and to provide support for all internal software, hardware and network issues.

After a period of training, we will expect the candidate to continue their growth and contribute to our distributed Managed Service environments.

The candidate must possess all of the following:

- Significant experience designing and configuring networks, including VLANs, routing, switch configuration and working with network suppliers of MPLS and similar networks
- Good experience of setting up and managing modern Hyper-V clusters, including Switch Embedded Teaming and virtual networking
- Experience of Office365 cloud configuration and management
- Experience with Microsoft Azure configuration and management
- Experience managing Microsoft Active Directory users, groups and computers
- Experience trouble-shooting network issues
- Experience with backup processes
- Ability to work out of hours when necessary
- Live within a 40 minute radius of the base office
- A minimum of 5 years relevant experience

The candidate would ideally also have:

- Experience of Powershell scripting
- Experience creating network diagrams and other IT documentation
- An Understanding of ISO27001 Security Standards and operational guidelines
- Experience setting up and trouble-shooting Group Policy
- Experience of VMware vSphere management
- Veeam Backup and Replication
- Microsoft Sharepoint implementation and management
- Experience of using ticketing systems
- SAN and NAS maintenance
- Juniper and Extreme Networks configuration experience

The Candidate

We are looking to recruit someone that can make a difference to the efficiency of our operation. We are looking for a person with strong all-round technical skills. We are able to offer a diverse and interesting role interacting with all departments within the company.

They will be in constant demand so must be able handle multiple work streams and communicate effectively with staff of all technical levels.

Ideally the candidate would have previous experience of working within a software environment operating under customer SLA's and have an understanding of ISO 27001 / ITIL standards.