



## **Technical Systems Administrator Role**

### **Overview**

The successful applicant will provide internal first line support for all corporate software systems and hardware. The scope of the role is significant and will require training in a number of areas.

Along with the other members of the technical team the applicant will assist users to ensure that they have the appropriate environment in which to work.

### **Internal Computing Services**

The keys areas of involvement will include

Providing hardware and software support for all corporate servers, desktops and networks. On occasions this may require liaising with third parties to achieve timely resolution.

Set-up and support of all internal computer related services. This includes the acquisition, build and roll-out of both desktop and server systems.

Monitor, maintain and ensure continuity of Company wide services. This will include amongst other items, Networking, File Services, Email, Anti-Virus, Internet client access and backup systems.

Patch Management for all 3<sup>rd</sup> party software applications and desktop/server operating systems.

Monitoring and maintaining hardware including the implementation of a hardware replacement policy, OS Upgrades, OS Installation and configuration

### **Technical Documentation**

Production and maintenance of company technical documentation related to the infrastructure and corporate systems within the company.

Preparation of internal training courses to assist consultants in explaining new technological areas to customers.

### **Licensing**

Monitor and maintain software licences to ensure we are compliant with each vendor's licensing conditions.

Ensure that all company software is fully audited.

## **Hardware/Software Specification**

Evaluate third party products (communications, networking, office systems, etc.) with respect to their suitability to meet requirements for use with Symology products.

Define minimum hardware requirements for implementation of Symology products in differing operating environments, and coupled with suitable associated products.

Provide external hardware/software specifications in response to tender/quotation requests from Consultancy.

Assist in the definition of both the short-term and long-term internal hardware/software strategies.

## **Technical Consultancy**

Keep abreast of changes in technology and trends in the market place.

Review planned new Symology developments to assess the implications of the expected operating environments, and feed back any requirements to the Development Department.

Keep all departments up to date with technical changes which are relevant to Symology's business, and provide the information to enable relevant advice to be given to customers.

Provide second line technical support.

Where necessary, in relation to complex environments, provide direct advice and guidance, and installation/technical consultancy services to customers.

Provide technical advice to Account Management Consultants within pre-sales activities, to ensure the technical implementation feasibility of planned projects.

## **Quality Assurance**

Assisting with the testing of software versions produced by Development, prior to release to customers

## **Customer Support**

Assistance may be required from time to time in relation to calls received by the Support Team.

## **General Requirements**

The successful candidate will have the ability to contribute within a number of the above activity areas, together with the enthusiasm and commitment to extend their skills base throughout the team functions. A capability to work both individually and as part of a team is required. First class communication skills, written and oral, are essential. Above all, care and attention to detail and an aspiration for perfection are required.

Significant experience of Microsoft/Unix operating systems and network configuration is expected, whilst specific expertise in the technical areas referred to above would be advantageous.