Technical Systems Administrator

The Role

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 one day a week working in the office and the remainder working remotely. The successful candidate must live within a 40-minute radius of our Dunstable office and must have a full driving licence.

The role is potentially very broad and is likely to involve the following:

- 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.

You will be working in a busy department where your 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.

The Company

Symology is a well-established computer software and services company, specialising in the development and supply of Street Works and Highways Asset Management systems to local government and utility services sectors. The Company has an unrivalled reputation for delivery of quality products and services, and a history of approaching forty years of ethical business practices and consistent profitability.

In 2014 the company became an employee-owned company. The controlling majority shareholder of Symology is a trust in which all employees have an equal share. This means that every employee of the company becomes a co-owner of the company with certain ownership benefits and responsibilities.

The future offers very exciting opportunities, with an ever-changing national environment creating new demands for the software and services. The Company is currently launching a brand-new web-based product that has been developed over recent years and will provide unrivalled facilities in the marketplace.

Our Software

Symology provide a single-source software product, delivered as a cloud service, with sophisticated customisation facilities. Our software is very wide in scope, covering areas related to highway assets such as works management, work planning and co-ordination, quality and safety inspections, customer service management, routine maintenance, contract and contractor management, financial control, surveys and capital projects, life-cycle projections, etc. with associated GIS functionality for all areas, and including mobile apps, interfaces, dashboards and extensive report options.