IT Administrator

Main Job Purpose:

As an IT administrator, you'll be responsible for maintaining the company's IT network, servers and security systems.

This role is absolutely essential within any organisation to ensure business continuity – if an IT network fails, the impact on the day to day running of the business can be significant, sometimes catastrophic.

To ensure this doesn't happen, you'll be responsible for investigating and diagnosing network problems, making recommendations for improving the company's IT systems and carrying out routine configuration and installation of IT solutions.

On a day to day basis, you might be called upon to help colleagues with more basic IT needs. This will mean you'll need to share your own knowledge to help others, including setting up new users and managing backup, security and passwords. You're also the company's internet police, monitoring internet and email use.

To drive forward new systems and solutions within the organisation working in conjunction with the IT Manager. Lead business projects that are crucial to the organisation going forward.

Main Duties of Role:

IT Service Desk

• Respond to IT Support requests via IT ticket system which IT Technician is unable to resolve

• In conjunction with the IT Manager, monitor high impact issues to ensure problem is resolved to completion

• Ensure service requests and incidents are prioritised by urgency and impact to the business

• Ensure relevant IT support staff are made aware of the current support issues

Procurement

• Provide Procurement guidance to IT Technician

IT Administration

• Create and maintain the IT Asset Management System ensuring that all assets are recorded and updated/removed when required.

• Provide general administrative support, management and Training to the IT Apprentice/Technician

• Maintain and support the company's internal IT systems to achieve best possible availability

• Recommend and support implementation of improvements

• Support installs of IT systems

• Develop and create user guides, training material, user acceptance testing scripts and other documentation as needed for business systems.

• Promote the requirement for continuous improvement and support the development of initiatives for continuous improvement as required.

• Provide excellent customer service

If you would like to apply for any of these roles please contact hr@gbstp.com or call 01775 821921

- Work with other members of IT when necessary to achieve a resolution to support calls
- Liaise with 3rd party providers where appropriate for support resolutions

  Develop expertise on all systems supported by the business
- Project manage new IT Solutions
- Provide on call cover for GB Monitoring

Essential Requirements:

- Hands-on technical experience of networking and network security
- A strong understanding of Microsoft technologies (Windows Server, Active Directory, IIS, SQL)
- Ability to apply sound troubleshooting methodology to isolate and resolve root cause of reported issues
- Experience of architecting and managing production environments across Physical, Virtualised and Cloud technologies
- Experience of implementing and troubleshooting VPN clients and site-to-site VPN connections
- Experience of implementing and troubleshooting firewall configurations
- Advanced knowledge and understanding of TCP/IP.
- Advanced understanding of VLAN, STP, routing and switches technologies.
- Excellent communication skills, both written and verbal with great attention to detail.
- Experience of ITIL

Desirable Requirements:

- Degree in computer science
- Industry qualifications such as MCSE desirable
- Technical certification – CCNA etc
- Linux knowledge/experience
- 3+ years in a similar role

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