

# SYSTEMS ENGINEER NEEDED TO JOIN OUR FAMILY



## Profile

Systems Engineer (37.5 hours per week. This will include working 2 helpdesk shift patterns 2 days per week between the hours of 8 am to 6 pm and 3 days per week 9.00 to 5.30 pm. Out of hours system maintenance and emergency support will also be required).

### About the role:

Reporting to the IT Director, the Systems Engineer will be a key member of the IT Team who will champion the installation of new systems (hardware, servers, networks etc) in line with the firm's IT Strategy.

The post holder, will provide the business knowledge and technical expertise to implement strategies, evaluate products, and build upon an infrastructure that supports the ever-changing needs of our customers.

The successful candidate must be experienced in reliably delivering business-critical solutions with an eye toward accessibility, optimisation, and security.

### Responsibilities include:

- Manage and monitor all infrastructure and system installations, including configurations, testing, and maintenance.
- Working with the IT Helpdesk Manager and the IT Director, implement and maintain backups, security, and redundancy strategies.
- Identify potential issues and integrate possible solutions.
- Enable faster and smarter business processes and implement analytics for meaningful data.
- Be actively involved, as a Subject Matter Expert, in all relevant projects, providing regular reports regarding the project status, activities, and achievements to the IT Director.
- Use expert-level administration and optimisation of hosts and servers to ensure high availability and appropriate resource management.
- Standardise and automate processes and monitoring using scripting technology.
- Work closely with the IT Helpdesk Manager and the IT Support Team ensuring that SLA targets are achieved by providing 3rd line support as/when required.
- Conduct high-level root-cause analysis for service interruption and establish preventive measures.
- Create reports and documentation outlining findings and solutions
- Support the IT Trainer and IT Developer in the documentation of business processes and identification/implementation of efficiency savings through the use/adoption of technology.

### Team

Business Services Team

### Reporting to

Lee Killner (IT Director)

### Location

Milton Keynes OR Gatwick

### Benefits

- 25 days holiday
- 5% employer pension contribution
- BUPA Private Health (after completing probationary period)
- Employee Assistance Programme
- Income Protection Scheme
- Death in Service Benefits
- Perkbox / Benefits Hub
- Mobile Phone
- Laptop

### Equal Opportunities

The firm is an Equal Opportunities Employer and is committed to the implementation and maintenance of employment and recruitment practices which will ensure that no potential or current employee or trainee, is treated less favourably on the grounds of age, disability, gender, marital status, race, nationality, colour or any other aspects unrelated to their current and potential skills, aptitudes and abilities.