

# Job Overview:

## IT Systems Engineer

<b>Job Title:</b> Systems Engineer	<b>Location:</b> Regent's Wharf, London	<b>Company:</b> Gratte Brothers Group
<b>Reporting to:</b> Group IT Manager	<b>Key Stakeholders:</b> Group IT Manager / Senior Systems Administrator / Employees.	

### Job Purpose:

An exciting opportunity exists for a Systems Engineer to join a dynamic team, implementing and maintaining a wide range of technologies within a well-established and respected business close to Kings Cross with offices across the UK. Working as part of the Infrastructure Team, you will have in-depth knowledge of Windows server, VMware and networking; you will embrace Azure, Exchange (all flavours) and SharePoint.

You will play a key role in driving the Group's IT forward in terms of infrastructure, resilience and security, and in delivering the best possible service to our user community with their wide-ranging needs. You will be accountable for completion of projects as and when required in line with scope of works (migrations, rollouts, implementations, site moves, updates) and be involved in researching and piloting new technologies as they become available, and use your extensive trouble-shooting skills to provide assistance to our Support Team.

You will recognise the benefits of working solo and as part of a team that touches all areas of the business, and will be skilled at liaising with end users, project managers and directors as well as our supply chain. As a business we embrace all technologies (cloud and on-prem) so we expect you to have experience in both camps. You will be involved in provision of secure, modern, and adaptive datacentre infrastructure and services. You will be able to produce and maintain a range of technical guidance documentation for IT infrastructure and the services it supports, including user guides and knowledgebase articles.

### Key Areas of Responsibility:

#### Strategy & Planning

- Assist the Senior Systems Administrator in system design and capacity planning.

- Assist in the development, implementation and maintenance of policies, procedures and associated training plans for resource administration, appropriate use, and disaster recovery.
- Maintain service level agreements within the Group.

### **Acquisition & Deployment**

- Provide escalation support for installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices.
- Interact and negotiate with vendors, outsourcers, and contractors to secure products and services.
- Conduct research on products, services, protocols, and standards in support of procurement and development efforts.

### **Operational Management**

- Manage the server environment, including email, print, monitoring, deployment and backup servers and their associated operating systems and software.
- Manage security solutions, including firewall, antivirus, and intrusion detection systems.
- Manage network hardware and equipment, including routers, switches, hubs, etc.
- Ensure network connectivity of all endpoints.
- Administer all equipment, hardware and software upgrades.
- Practice asset management, including maintenance of component inventory and related documentation and technical specifications.
- Administer and maintain end-user accounts, permissions, and access rights.
- Perform server and security audits.
- Perform system backups and recovery.
- Monitor and test system performance and provide statistics and reports.
- Recommend, schedule, and perform system improvements, upgrades, and repairs.
- Manage and/or provide guidance to junior members of the team.

***This is a broad overview of the position and does not encompass all aspects of the role.***

***Gratte Brothers are an equal opportunities employer and welcome applications from all.***

### **Knowledge & Experience**

- Windows Server, VMware and datacentre experience
- Azure knowledge
- Experience working within 3rd line/infrastructure
- Experience working both alone and as part of a team
- Experience running your own projects
- Microsoft Exchange 2019/Office 365
- Knowledge of SLA's and KPI's

**Attributes & Skills**

- Strong written and oral communication skills
- Strong interpersonal skills
- Ability to conduct research into systems issues and products as required
- Ability to present ideas in user-friendly language
- Highly self-motivated and directed
- Keen attention to detail
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Strong customer service orientation
- Experience working in a team-oriented, collaborative environment

**Qualifications**

- Certifications (MCSE, MCSA, ITIL)