



## Job Specification

### Senior Systems Engineer

<b>Department:</b>	Technical Services
<b>Reporting to:</b>	Technical Director
<b>Working hours:</b>	Monday to Friday 8am to 4:30pm
<b>Holidays:</b>	25 days annual leave
<b>Salary:</b>	SOA

## About NETbuilder

NETbuilder is a leading provider of creative, software, consulting and managed services to financial, government and commercial markets. We're a full IT and digital service agency, with our employees spread across the UK. We're experts in Enterprise Content Management, Cloud Computing and Cyber Security, and have capabilities that encompass Digital, Cloud, DevOps and IT Transformation, Cyber Security, Customer Experience, Implementation and Managed Services.

## Role Description

We are currently looking for a Senior IT Systems Engineer who will be based in our Bromsgrove office. This is a varied role that requires a strong team player with a diverse range of IT skills and disciplines. A proactive, dynamic approach to IT project delivery, Cyber Security and a strong desire for ongoing learning and self-improvement is essential. Experience with supporting and delivering IT solutions to educational establishments is a crucial part of the role.

## Primary duties and responsibilities

- Architecting and delivering a varied range of IT and Cyber Security projects remotely and on customer premises
- Producing comprehensive documentation for IT and Cyber Security projects
- Identifying customer issues and requirements to provide continued service improvement
- Acting as an escalation point for the service desk to support customer systems
- Providing technical advice, knowledge share and ticket recommendations to the service desk
- Testing and evaluating new IT systems and solutions
- Providing pre-sales assistance and technical solution design

- Assisting with ongoing ISO27001 certification and compliance
- Working closely with the Technical Director and Service Desk Manager to ensure customer satisfaction and SLAs requirements are met
- Ensuring that all work is completed in line with set targets and personal objectives
- Acting as a technical mentor to the technical services team

## Technology requirements

- In-depth knowledge of Windows Server (2008, 2012, 2016) and associated infrastructure technologies including Active Directory, DNS, DHCP, DFS, NPS and Group Policies
- In-depth knowledge of VMware and Hyper-V virtualised environments
- In-depth knowledge of security solutions including the configuration of WatchGuard, Sophos and Cisco UTM appliances, VPNs and supporting technologies
- Knowledge of Microsoft Remote Desktop Services and associated technologies
- Strong WiFi, LAN and WAN infrastructure skills with emphasis on VLANs and routing on Cisco, HP and Ubiquiti networking equipment
- Strong Microsoft Exchange 2010, 2013 and Office 365 skills.
- Working knowledge of scripting and remote tools
- Working knowledge of Educational Broadband systems and topologies
- Experience with imaging and deploying end user compute devices at scale
- Experience with SAN technologies
- Experience and understanding of cloud technologies including Microsoft Azure, AWS and Office 365
- Experience in backup, Disaster Recovery and Business Continuity solutions with emphasis on VEEAM and SolarWinds
- Experience and understanding of SQL technologies
- Experience with Linux and Mac systems

## Person Specification

- Must be able to work on your own initiative but also as part of a team
- Attention to detail is vital and the willingness to ensure all documentation is completed
- The ability to build rapport and liaise with senior Educational staff and Governors is critical
- The ability to communicate complex issues and ideas to a non-technical audience
- Maintain a professional and positive attitude when working under potentially high pressure and stressful conditions