

POSITION DESCRIPTION

SENIOR IT ENGINEER

OUR VALUES



ABOUT THE ROLE

This purpose of this role is to provide quality IT systems which are fit for purpose, reliable and available to support Bisalloy to achieve business success. The role will proactively monitor, administer and maintain the company's IT infrastructure and networking. The Senior IT Engineer is also responsible for assisting staff with IT issues where necessary.

KEY RESPONSIBILITIES

- Maintenance and support of existing IT infrastructure
- Configuration and Administration of VMware technology in ESXi, vCenter, Horizon VDI, SRM
- Configuration and Management of Virtual Machines, Clones and Templates
- Windows domain management (Active directory, group policy, DNS, DHCP).
- Work closely with the Head of IT in Cyber security initiatives including Firewall configuration, review and support
- Plan, design and implement advanced networking solutions to support a high availability, fast and secure networking environment
- Design, implement and maintain the Standard Operating Environment for Bisalloy Staff computers
- Collaborate with Factory Process Engineer to design and implement a standard operating environment for factory stations and bespoke computing needs
- Provide fast and accurate technical assistance, answer queries on all technical based issues, perform advanced troubleshooting, fix and maintain the Standard Operating Environment.
- Ensure video conferencing and collaboration systems and tools are fit for purpose and operating optimally.
- Administer, manage and configure operating systems, applications and user configuration including access rights to ensure a high level of security of the Bisalloy business
- Liaise with external contractors on a technical level to ensure optimal support and maintenance of specialty systems
- Involvement in IT related projects.

THE FINER DETAILS

SENIOR IT ENGINEER

ROLE TYPE

FULLTIME

REPORTS TO

HEAD OF IT

ROLE LOCATION



- Assist in the utilisation and administration of Office 365 including Azure AD.
- Produce quality and timely documentation
- Actively participate in change management
- Assist with corporate application support
- Participate in regular and after hours patching of systems and IT equipment to maintain a secure environment
- Participate in a rostered “on call” after hours support system.

ABOUT THE PERSON

This role is paramount in designing, developing and implementing fit for purpose IT technical solutions to allow Bisalloy to operate optimally.

The incumbent must be highly skilled in IT systems and advanced networking. It is critical that they be highly collaborative whilst also demonstrating initiative and the ability to operate without constant direction or supervision confidently and efficiently.

They must have the ability to communicate with highly technical staff as well as staff with lesser IT technical understanding. The incumbent must be approachable and demonstrate a service first attitude.

QUALIFICATIONS

- Degree in Information Technology incorporating infrastructure / networking (or similar) with a minimum of 3 years’ work experience in medium or large enterprise.
- If no degree, the incumbent must be able to demonstrate at least 5 years of advanced IT skills applied at a medium or large corporate enterprise coupled with recently acquired relevant IT certifications and a demonstratable commitment to personal skills development





KNOWLEDGE AND SKILLS

- In depth knowledge of virtualisation, server management.
- In depth knowledge of networking and networking design principles with the ability to implement suitable to business requirements
- Ability to analyse any shortfalls in the system formulate recommendations to correct these shortfalls.
- Advanced problem-solving skills
- Excellent communication skills – both written and verbal
- Ability to plan and co-ordinate to meet deadlines
- Ability to design and develop PowerShell scripts and/or programs to achieve administration tasks efficiently.
- Exposure to cloud technologies and understanding of the risks and rewards of cloud
- Good understanding of Cyber security and the technologies and strategies to protect a business



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