

JOB DESCRIPTION

Job Title	IT Engineer
Department	Administration
Reports To	Head of IT
Date	March 2021

Summary

The IT Engineer provides the day to day IT support across the firm and works alongside the Head of IT to provide a comprehensive, efficient and high-quality service to meet the needs of the business. The IT Engineer provides necessary assistance to all colleagues within the team.

Main Duties

- To update and improve existing systems to ensure they are used in the most efficient way.
- Maintain the firms local and wide area network, servers, phone system, display panels, projectors, power protection systems and other internal IT and IT related equipment to keep them updated with bug fixes and security updates.
- Implementing security improvements to all systems where possible
- Installation of hardware, software and other devices as required for new requirements and upgrading/updating.
- Provide desktop and server support ensuring downtime and disruption is kept to a minimum.
- Diagnose and resolve technical issues ensuring downtime and disruption is kept to a minimum.
- Provide day to day support for equipment covered by external support contracts i.e. dictation equipment and MFD's.
- Document systems and procedures and make them specific to the Firm.
- Create and keep up to date IT related documents working alongside the Head of IT.
- Provide training to existing and new users on the Firms IT systems to improve their efficiency and knowledge.
- Manage the Firms data backups and storage.
- Set up and configure new laptops, desktops, mobiles and desk phones when required.
- Set up of new users/leavers and manage any internal user moves.
- Complete internal user moves including phones.
- Provide support to colleagues moving furniture as required to accommodate moves and new starters.
- Checking IT kit for health and safety breaches such as loose or damaged cables.
- Planning for the IT requirements in new offices or office moves and inter office connectivity.
- Ensure compliance with software licensing and data protection legislation.

- Ensure compliance with outside bodies if required. I.e. Cyber Essentials scheme.
- Ensure asset logs are kept and maintained for all equipment issued.
- Ensure all software licensing is recorded and maintained.
- Work with existing external suppliers to resolve issues and plan upgrades or installs.
- Work with potential new suppliers to explore benefits to the firm.
- Where necessary, escalate IT issues to our external support companies or the Head of IT.
- To travel to branch offices as and when required.
- To provide and implement recommendations on new technologies or improvements.

- To build and maintain IT skills and knowledge by participation in training sessions, Webinars and seminars as well as through internal Rliance and Vinviworks trainings.
- To design and develop any ad-hoc reports that will be beneficial to the firm.
- Occasionally work out of hours (systems upgrades and patching).
- Assist Head of IT in annual budget planning.

Person Specification

Job Title: IT Engineer	Department: IT	Office: Carlisle
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Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> A relevant IT/Technical degree or practical work experience gained in a professional IT environment 	
Experience & Knowledge	<ul style="list-style-type: none"> 2-5 years' experience of working within an IT role. Sound knowledge of Microsoft SQL, SQL express, Exchange, Office365, Office, DNS, AD, WSUS, RDS Sound knowledge of AV software and best practice Sound knowledge of Hyper V/V<ware Sound knowledge of Security best practices and firewall management Sound knowledge of Disaster recovery best practices Knowledge of Avaya phone systems Knowledge of how to install and configure LAN/WAN kit 	<ul style="list-style-type: none"> Knowledge of Linux Knowledge of Cloud services Basic mechanical and electrical skills (ie fitting rack mount kit in a cabinet and safe cable runs) Experience of training users in groups as well as one to one Writing documentation for training Creating procedures and working with management and staff to gain approval

	<ul style="list-style-type: none"> • Experience of hardware installation of new parts or replacements • Experience of management of small projects and installs 	
Skills & Abilities	<ul style="list-style-type: none"> • Excellent communication, customer service & interpersonal skills • Analytical thinking and be able to demonstrate a problem-solving mind-set. • To be organised, focused and accurate • Willingness to multi-task and be flexible to take on varied responsibilities • Ability to work within a team as well as independently • Ability to listen to users and establish what they are looking to achieve • Ability to stay calm under pressure while working to resolve issue • Demonstrates the firm's core values 	
Personal Attributes	<ul style="list-style-type: none"> • Self Motivated • Shows initiative • To take pride in work • Responsible • Committed • Attention to detail • Open minded (think out of the box) • Polite and friendly • Proactive 	