



# **BAYtek**

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## **OFFICE SOLUTIONS LTD**

<b>POSITION</b>	IT Technical Lead (On-site and Remote Support)
<b>ACCOUNTABLE TO</b>	IT Department Head
<b>HOURS</b>	37.5hrs a week (Mon-Fri)
<b>SALARY &amp; PACKAGE</b>	Starting salary £28,000 - £30,000 dependent of experience  Role also includes Company Pension, Mobile Phone, Generous Business Mileage Allowance, on-going Training Programme plus company funded social events

### **JOB DESCRIPTION**

An established business based in Newton Abbot; we are looking for a dynamic and technically capable individual to join our expanding IT team, supporting both our education and commercial clients. The successful candidate will act as technical lead for a small and enthusiastic team both on-site and remote, while reporting directly to the IT Department Head.

The IT team is responsible for supporting over 600 customers with varied IT needs from Office365 to managed networked switches and cloud services and providing connectivity support for over 1500 network print / copy and scan devices across the Southwest. You will be working alongside an experienced team of software and hardware technicians supporting our customer's needs.

The successful applicant will be responsible for supporting networks and computer systems by carrying out reactive and proactive maintenance tasks. All applicants will need excellent customer handling and interpersonal skills, be proactive and demonstrate good planning and organisation skills. Good verbal, written communications, and the ability to retain information and quickly adopt new technologies are a must in the ever-changing IT arena.

Along with supported onward learning and industry recognised qualifications this is a challenging and rewarding position with real career potential. Come and join our friendly team and be part of a successful and rapidly expanding local business.

## PERSON SPECIFICATION/JOB ROLE

### ESSENTIAL SKILLS & ABILITIES

- Microsoft Windows Server 2008 - 2022
- Microsoft Windows 7/10/11
- Network Environments - AD, DNS, DHCP, DFS, GPO
- Image deployment tools - WDS, MDT, SCCM
- Microsoft Exchange server
- Virtualisation platforms (i.e. Veeam/Hyper-V)
- Backup solutions (i.e. Veeam, etc)
- Networking - firewalls, routers, switches and vlans
- Wi-Fi platforms
- VPN solutions
- Cloud solutions (Office 365, Azure, AWS, Google)
  
- Ability to communicate efficiently and confidently
- Ability to analyse issues, spot trends, diagnose the root cause of problems, make informed judgements, take appropriate actions and take ownership
- Effectively and efficiently organise time/resources to complete work accurately, thoroughly and on time, detailing deliverables and tasks accordingly
- Identify and meet the needs of both internal and external stakeholders in order to deliver a high-quality service
- Prioritise completing tasks accordingly
- Provide leadership, direction and coaching to other team members
- Full driving license and access to own vehicle

### DESIRABLES SKILLS & ABILITIES

- In-depth understanding of network environments, i.e design and implementation
- MacOS, iOS environments and other portable devices
- Experience with virtualisation technologies
- Software images deployment and update techniques
- Knowledge of mobile technology and services - implementation, integration and support
- Management information systems (knowledge of education-based MIS systems)
- Managed print solutions
- Internet security systems
- On-site/cloud storage solutions
- Email systems
- CCTV systems - implementation, integration and support
- IP telephony systems - implementation, integration and support
- IT service desk management system
- Disaster recovery solutions
- Knowledge of audio and visual equipment
- Current best practice, products, standards, statutory and regulatory requirements, including data protection and freedom of information
- A good understanding of the impact of the availability and quality of IT services and support
- Take a long-term strategic view, develop successful strategies for action through effective planning, review and administration