



VACANCY

IT Support Engineer

What you will need to do

The IT Support Engineer will join our busy Infrastructure team to provide technical support for internal and external Getmapping users under the support of the Infrastructure Manager. In addition to user support the role will include proactive support of servers, storage and the associated network infrastructure.

The ideal applicant will be a strong team player with the ability to make astute decisions when working autonomously. A willingness to learn and an ability to support other members of the technical team is required. A motivated individual embracing a high challenge, high support environment is key to the success of this role. This all needs to be aligned with the company core values: Integrity, Humility, Collective Responsibility, Win/Win Outcome, Fun & Humour.

What you will need to know

To be considered for this role, you must be able to demonstrate an enthusiasm for technology and have 3-5 years hands on experience in a similar role.

Essential Experience:

- Strong background in desktop support
- Office 365 or Exchange administration
- Active Directory administration
- Storage management and an understanding of RAID and network storage concepts
- Good understanding of basic networking – switches, IP addressing and routing
- Good understanding backup concepts
- Windows Server administration – 2008/2012
- Software and firmware patching

Preferred Experience:

- VMware ESXi administration
- Experience with an enterprise backup application – Veeam, Backup Exec etc
- ISO 27001 / GDPR compliance

Advantageous:

- Mac OS support
- ITIL
- Azure/AWS