

IT Support Technician

Location: Battersea, London

£24-27K per annum dependent on experience plus performance-related bonus, healthcare insurance & wellbeing benefits.

Exciting opportunity for a smart, can-do minded individual to become a vital part of our technology team. Supporting and executing our growth plan will be key, making our technology smarter whilst exploring new opportunities.

Liv-ex (The London International Vintners Exchange) operates the global marketplace for fine wine. We provide data, trading and settlement services to the majority of merchants in this field worldwide. Our goal is to make fine wine trading more transparent, efficient and safe for the benefit of our members and the market as a whole. The culture of the company is hard working, committed yet informal, energetic and action oriented.

As award winners in 2016, 2017 and 2018, our products and technology are already achieving industry acclaim. With increased investment planned by Liv-ex in the coming years, an exciting vacancy has arisen in our Tech team for an IT Support Technician.

Summary Purpose

The position requires good all-round computing skills (gained within a formal academic environment and/or through some full-time work experience). The role comes with a huge opportunity for an individual who is looking to move up the career ladder and wants to learn and have first-hands-on-experience on AWS Cloud Product & Services. As a result, the position requires a passion to understand new technologies and demonstrate an eagerness to grow.

The position also requires strong analytical and problem-solving skills with attention to details. You need to be able to identify, troubleshoot and fix Desktop PC user problems and other Network (LAN/Internet) issues. Good knowledge and hands on experience with Microsoft products is also required from Windows 7 – 10 to Windows Server 2012.

A good communicator at a non-technical & technical level to work with a diverse group of office users and should be able to document your work thoroughly.

Role Responsibilities

- User administration (setup and maintain user accounts on a domain controller, password & identity management)
- Verify that desktop PC peripherals and other LAN devices are working properly
- Maintain internal infrastructure (PC's, laptops, physical & virtual servers, storage devices (SAN/NAS) network switches, router, firewall etc)
- Troubleshoot, repair or replace hardware in occasion of hardware failure
- Monitor system performance & backups (create a backup and recovery policy)
- Monitor network communication
- Install new software's, security patches and updates
- Implement the policies for the use of the computer system and network
- Setup security policies for users. A sysadmin must have a strong grasp of computer security (e.g. firewalls and intrusion detection systems)

Knowledge, Skills and Experience

Essential

- Good working knowledge & hands on experience in troubleshooting of:
 - Desktop/ laptop/ server hardware troubleshooting
 - Microsoft Windows Operating system (PC & servers)
 - Microsoft Office products (Word, Excel & PowerPoint)
- Working knowledge & hands-on experience of Windows Domain Controller
 - Active directory user's management
- Working knowledge of LAN devices, networking, protocols (TCP/IP, DNS, DHCP, HTTP, SMTP etc.) and firewalling principles
- Good knowledge of performing remote troubleshooting through diagnostic techniques and pertinent questions
- Excellent communication skills (verbal & written i.e. face to face, over phone and email)

Desirable but not mandatory

- VMware vSphere and Virtualisation knowledge
- Microsoft certifications e.g. MCSA/ MCSE
- Knowledge of Microsoft Office 365 products e.g. SharePoint Online, OneDrive for Business
- Scripting skills e.g. PowerShell
- Knowledge of Microsoft Windows Server 2012 & 2016
- Knowledge of Apple OSX & iOS experience
- Good understanding of mobile devices and other technology products

Qualifications

- A degree in Computer Science or Information Technology or a minimum of 1-2 years fulltime experience in an IT support functional role for large to mid-sized technology organisation.

Opportunity to learn

- AWS Cloud products, services and solutions/ DevOps
- Infrastructure automation tools
- IaaS, PaaS & SaaS cloud services
- Cloud software installation, configuration, testing and support
- Solution documentation/ configuration management
- Continual process improvements
- Full risk, assumptions, issues and dependencies (RAID) management

To apply, please send a copy of your CV plus a short expression of interest as well as current and expected remuneration package to our HR team at Chloe.Pearson@strattonhr.co.uk