## 

**Senior IT Technical Support Engineer**

**JOB DESCRIPTION**

**Job title**: Senior Technical Support Engineer

**Based**: The Old Police House, London, Hyde Park W2 2UH with travel to all parks

**Salary**: £45,000 - £55,000 per annum, depending on experience.

**Terms**: Permanent contract on a full-time (36 hours per week). Agile/hybrid working options available. 26 days annual leave plus public holidays (increasing to 29 days after 3 years’ service). A pension scheme and healthcare plan are available.

**Reporting to:** IT Infrastructure Manager

**Responsible for:** N/A

**Internal relationships:** IT Team, Head of Park Services, Head of Events Development

You will be a key member of the Information Services and Technology team, working closely with the IT Infrastructure Manager and Head of IT to deliver a robust, and reliable IT Infrastructure

**BACKGROUND**

The Royal Parks is a charity created in March 2017. We manage over 5,000 acres of diverse parkland, rare habitats and historic buildings and monuments in eight Royal Parks across London. These are: Hyde Park, Kensington Gardens, The Green Park, St James’s Park, The Regent’s Park and Primrose Hill, Greenwich Park, Richmond Park and Bushy Park. We also manage other important public spaces including Brompton Cemetery and Victoria Tower Gardens. Our eight Royal Parks and other public spaces are among the most visited attractions in the UK with 77 million visits every year.

**JOB PURPOSE**

As our Senior Technical Support Engineer, you will work closely with the IT Infrastructure Manager to ensure that the IT Infrastructure is designed and managed to provide a robust, secure and flexible solution. You will have strong networking skills, together with in-depth knowledge of Virtualisation, Networking, Windows Server and Client, and Linux technologies, Proven experience in administering Microsoft 365 services (including Windows modern desktop) is essential.

The scope of the role is a mix between day-to-day tasks (user support, systems administration and maintenance, backups), project driven activities (such as the completion of IT related tasks within larger organisational projects) and IT initiative related activities (tasks required to develop the current IT infrastructure).

**MAIN DUTIES/RESPONSIBILITIES**

**STRATEGIC OBJECTIVES:**

* Design and support a resilient IT Infrastructure
* Ensure all aspects of the IT environment are fully documented, and that appropriate support arrangements are in place.
* Responsibility for on-premises virtualised environment (VMware) and ensuring that suitable backup procedures are in place.
* Responsibility for Windows Server and Client deployment and maintenance, ensuring that suitable endpoint protection measures are applied.
* Manage hardware and software lifecycles, including reviewing the technology market for alternative solutions (e.g., adoption of Microsoft Azure)
* Optimise the administration and delivery of IT services, reduce manual efforts through the adoption of suitable automation approaches.
* Contribute to the ongoing development of the company IT strategy.
* Resolve support tickets escalated from the IT Helpdesk
* Ensure that the overall network and all connected devices meet the requirements of the Cyber Essentials as a baseline security model.

**RESPONSIBILITIES:**

The Senior Technical Support Engineer plans, implements, and maintains the server and network infrastructure and projects. As the part of the role, you will be working closely with the IT Infrastructure Manager to design and deliver a robust, secure, and flexible IT solution. The core responsibilities are as follows:

* Configure, maintain, and monitor existing infrastructure and ensure that it is functioning correctly. Support test and production servers (including, when necessary, ad-hoc after-hours maintenance).
* Interface with vendors to obtain required equipment and software in a timely manner while ensuring proper audit and budget controls are met.
* Provide technical and procedural direction to the company for the actual implementation of the networked servers, as well as interface with internal users, development personnel and other technical staff.
* Provide 2nd line support and participate in direct interaction with internal staff as required.
* Build and maintain the servers required for internal testing, and production environments.
* Maintain access privileges and account groups as directed by the IT Infrastructure Manager.
* Ensure day-to-day maintenance tasks are performed, for example backups, system patching, monitoring systems, and reporting functions.
* Collaborate with third party vendors and third-party service providers with regards to maintenance of WAN, Server, Hardware/Software, Firewall, and with regards to other administrative tasks related to the staging and maintenance of company IT estate.
* Document technical requirements, develop and oversee project plans and implement change control procedures. Facilitate design sessions and architectural reviews. Participate in technical advisory roles, as required.
* Perform fault assessment on systems issues and implement long-term solutions, avoiding quick fixes.
* Assist with the implementation of policy and strategy for IT and computer systems as directed by the IT Infrastructure Manager to ensure that staff and computer systems comply with legislative and organisational requirements.
* Actively participate in and contribute to an ongoing process of supervision, team meetings, general staff meetings and professional development strategies to ensure your work is consistent with organisational goals and to provide input using your technical expertise.
* Work with the Park Services and Events teams to ensure that appropriate access to IT services, including CCTV, is available throughout the Parks.
* Define a personal development plan, and where necessary attend relevant technical training in line with company requirements.
* Have a keen interest in emerging technology and how it can be applied to managing the Park’s assets.
* The nature of The Royal Parks infrastructure and the requirement to support network cabling throughout office locations and the wider parks estate means that at times this may be a physical role and involve the occasional working from heights

**PERSON SPECIFICATION**

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| **Selection Criteria** | **Essential/ Desirable** |
| **Qualifications** | |
| * Degree in computer related subject | **E** |
| * VMware Certified Professional | **D** |
| * Microsoft Azure Administrator (Az-104), Microsoft 365 Certified: Enterprise Administrator Expert, Microsoft Certified Solutions Associate: Windows Server 2016 and Microsoft 365 Modern Desktop Administrator | **D** |
| * Cisco Certified Network Associate | **E** |
| **Skills** | |
| * Good communication skills with an ability to simplify technical terms into more user-friendly language. | **E** |
| * Be able to work in a high-pressured environment and being team-oriented | **E** |
| * Experience of working with Cisco Switch legacy and 9000 series | **E** |
| * Design, development, and implementation of infrastructure components and services. (i.e., AD, DNS, DHCP, Hypervisors, Fibre optic networks, HPE G10 plus servers and SAN) | **E** |
| * Backup strategy implementation (with hands-on experience of Azure site recovery and Veeam) | **E** |
| * Windows 10 deployment experience, including autopilot, modern desktop experience, working with Microsoft End point manager. | **D** |
| * Experience in Windows Server, including deployment and management of Windows Server 2016& 2019, Azure AD, Windows clustering services. | **D** |
| * Experience in managing Cisco firewall FTD, ISE server and FMC. | **D** |
| * + - Experience in Meraki cloud-based dashboard which includes Meraki Access points, CCTV and Teleworker 4G gateway. | **E** |
| **Other** | |
| * Commitment to The Royal Parks’ values of being accountable, excellent, inclusive, open, and respectful. | **E** |