

**IT TECHNICAL SUPPORT ENGINEER**

**JOB DESCRIPTION**

**Job title**: IT Technical Support Engineer

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

**Salary**: £33,666- £39,187 per annum per annum, depending on experience.

**Terms**: Permanent contract on a full-time basis, 36 hours per week.

Due to the nature of this role, the post holder will be required to be on-site 5 days per week.

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 to deliver a robust, and reliable IT Infrastructure

**BACKGROUND**

The Royal Parks is a charity that manages 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**

The IT infrastructure is key to many important areas of work within the Royal Parks, and the smooth running of events and ceremonial occasions.

Working closely with the IT Infrastructure Manager you will 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 Windows server, Windows10 pro and 11, Microsoft Endpoint Manager, Office 365 Experience.

**MAIN DUTIES/RESPONSIBILITIES**

* The IT Technical Support Engineer will maintain the IT Infrastructure and support users.
* Configure, maintain and monitor existing infrastructure and ensure that it is functioning correctly.
* Support test and production servers including 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 network servers used, as well as interface with internal users, development personnel and other technical staff.
* Ensure day-to-day maintenance tasks are performed, for example monitoring systems, and reporting functions as well as maintenance of the corporate backup and disaster recovery plan.
* Collaborate with operations, third party vendors and third-party service providers for maintaining WAN, Server, Hardware/Software and other administrative tasks related to the staging and maintenance of company IT farm.
* Ensure timely and effective delivery of hardware upgrades, network upgrades and new configurations.
* 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.
* 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.

**PERSON SPECIFICATION:**

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| **Selection Criteria**  | **Essential/ Desirable** |
| **Qualifications** |
| * Degree in computer related subjects
 | **E** |
| * Microsoft 365 Certified: Fundamentals
 | **E** |
| * 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
 | **D** |
| **Skills, knowledge and ability** |
| * 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 administrating Office 365 environment including Exchange
 | **E** |
| * Experience of administrating Windows server services and features such as DHCP, Printer, DNS and Microsoft Active directory
 | **E** |
| * Proven work experience as a Technical Support Engineer, Desktop Support Engineer, IT Help Desk Technician or similar role
 | **E** |
| * + - Experience in supporting Microsoft Teams products which includes Telephony system, Teams site and meeting rooms
 | **E** |
| * Windows 10 and 11 deployment experience, including autopilot, modern desktop experience, working with Microsoft End point manager
 | **D** |
| * + - Knowledge of Meraki cloud-based dashboard which includes Meraki Access points, CCTV and Teleworker 4G gateway
 | **D** |
| * Experience in supporting Canon and HP printers
 | **D** |
| **Other** |
| * Commitment to The Royal Parks’ values of being responsible, excellent, inclusive, open and respectful, and a commitment to building and supporting diverse and inclusive teams.
 |  **E**  |

The Royal Parks is committed to creating a diverse and inclusive workplace and is an equal opportunity employer. Successful candidates will be appointed on merit, and we encourage applications from candidates from all backgrounds.