

**Position Profile – Senior IT Support Technician (3<sup>rd</sup> Line)**

<b>Title</b>	Senior IT Support Technician (3 <sup>rd</sup> Line)
<b>Purpose</b>	<p>The primary role of the Senior Support Technician (3<sup>rd</sup> Line) is to support, maintain and monitor existing IT systems &amp; network infrastructure for the Ceuta Group. The role also requires a high level of technical support for all employees across the Group of Companies. The IT Support team works in a dynamic, fast-paced environment which provides services over the phone, through e-mail, and in person requiring excellent communication skills.</p>
<b>Reports to</b>	IT Support Team Leader
<b>Direct Reports</b>	None
<b>Key Areas of Responsibility</b>	<ul style="list-style-type: none"> <li>• To directly support Director of IT and IT Manager on all Infrastructure, Integration and Business Operational Projects.</li> <li>• Manage and maintain all LAN, WAN &amp; Wireless infrastructure as part of the 3<sup>rd</sup> Line team.</li> <li>• Manage and maintain critical business applications across the Ceuta Group as part of the 3<sup>rd</sup> Line team.</li> <li>• Responsible for driving and maintaining a high availability environment through robust technical solutions as part of the 3<sup>rd</sup> Line team.</li> <li>• Oversee network and server configuration and maintenance for all company entities across the Ceuta Group as part of the 3<sup>rd</sup> Line team.</li> <li>• Manage servers and configure hardware, peripherals, services, settings, directories and storage etc. in accordance with standards and project/operational requirements.</li> <li>• Providing IT support for Mac equipment including system, application, and server issues.</li> <li>• Manage all cloud services for optimum performance as part of the 3<sup>rd</sup> Line team</li> <li>• Manage and track all upgrades vendor patching and security updates as part of the 3<sup>rd</sup> Line team.</li> <li>• Provide technical leadership and support to other members of the IT Support team.</li> <li>• Ensure all network documentation and processes are updated and checked on a regular basis.</li> <li>• Responsible for providing 3<sup>rd</sup> line technical support, including problem resolution, technical change implementation, telephone and one-on-one technical support within defined service level agreements for employees &amp; clients.</li> <li>• To monitor and implement IT security best practice across the Group as part of the 3<sup>rd</sup> Line team.</li> <li>• Plan, implement and upgrade security measures, controls and policies as part of the 3<sup>rd</sup> Line team.</li> <li>• To support and communicate with IT Support Team advising of infrastructure changes, impact and user configuration</li> <li>• To diagnose and resolve software and hardware infrastructure incidents.</li> <li>• To support the roll-out of new applications.</li> <li>• To test and evaluate new technology as part of the 3<sup>rd</sup> Line team.</li> <li>• You will carry out any other reasonable task or tasks in connection with the job function, as requested by your manager, including a willingness to work flexibly beyond standard operating hours when required.</li> <li>• You must maintain an up to date knowledge of changes within the industry and applications utilised within the Group.</li> </ul>
<b>Technical Competencies</b>	<p><b>Career Experience</b></p> <ul style="list-style-type: none"> <li>• Minimum 5 years' experience in a similar role.</li> </ul>

- Comprehensive understanding of network architecture and client/server technology.
- Experience in supporting and implementing LAN, WAN and Wireless infrastructure.
- Demonstrable experience of Microsoft Server Operating Systems and Applications.
- Knowledge and experience with Windows and Mac workstations and servers.
- Previous experience of managing IT related projects.

#### **Qualifications**

- Educated to Degree level standard or equivalent, including a good standard of general education in Maths and English
- Strong IT qualifications (educational degree or suitable industry certifications)
- Microsoft/Apple Certifications
- Project Management (Prince2 / Agile or equivalent)

#### **Required Skills**

- To communicate effectively with technical and non-technical colleagues at all levels in the organisation.
- Advanced knowledge of Network Security and Compliance.
- Advanced skills and experience in managing Windows servers and network stacks.
- The ability to support Windows and Mac workstations and servers at 3<sup>rd</sup> line level competency.
- Networking Windows and Apple Mac, server, desktop and mobile systems, software and services.
- The ability to support modern network infrastructure devices including routers, managed switches, firewalls and filtering, VLANs, Quality of service and current cabling standards.
- Installing, administrating and maintaining Virtualisation technologies.
- The ability to support and maintain Storage systems (RAID) and Storage Area Networks.
- Implementing and troubleshooting Active Directory, DNS, DHCP, Remote Access and Wireless technologies.
- Implementation of Private Networks, IAAS, PAAS, SAAS and Public Cloud Technologies.
- Experience using terminal commands, PowerShell and simple scripts.
- Implementation, integration and support of a wide range of mobile technology devices and services.
- Advanced BI and analytical skills for data analysis and reporting
- IP Telephony (VOIP) systems, Video Conferencing hardware and software.
- Methodical and disciplined approach to problem-solving and implement a resolution.
- The ability to time manage projects and tasks in order to achieve objectives.
- Ability to delegate and empower others, to develop strong teams and encourage collaboration.