

Senior Systems Engineer

Job purpose:

The role is responsible for the support and delivery of application and infrastructure services across the organisation. It demands expertise in Microsoft technologies particularly AD, O365, Azure and proficiency in delivering on premise infrastructure across server, storage, network and security appliances and devices. To acts as an escalation point for the IT managed service provider(s) by providing 3rdth line support for ITIL based incidents and problems. Ensuring existing services are well maintained and have continual service improvement plans.

The role is actively involved in establishing and evolving IT platforms and service offerings. It provides technical delivery and guidance to project teams in selecting and deploying new solutions across the business. The organisation is going through considerable business change and with that the opportunity to learn and develop your technical knowledge.

Key Accountabilities:

- Delivery and support of cloud and on-premise platforms covering application, infrastructure and network services.
- Provide 3rd line support and technical escalation for managed service providers
- Provide technical support and advice throughout the product lifecycle. Ensuring IT services are well maintained and continue to meet customer demands.
- Work closely with the internal IT teams and external suppliers to ensure technical implementations are well delivered, fully documented and meet the required service levels.
- Work with suppliers and solution architecture to develop and maintain technical roads map.
- Monitor capacity and availability management to agreed service levels and involved in the Disaster Recovery testing and invocation recovery steps.
- Participate in change management, service transition and service delivery activities.

Knowledge, skills and experience

- Degree qualified or equivalent relevant work experience
- Substantial experience in technical services delivery and support
- Excellent understanding of traditional and cloud-based infrastructure and applications
- Comprehensive understanding of monitoring toolsets and ability to analyse data the toolsets provide
- Strong analytical and problem-solving skills, collaborative and results oriented approach towards issue resolution.
- Ability to communicate confidently and effectively with staff at all levels in the organisation
- Strong interpersonal skills with the ability to build good relationships at all levels
- Ability to work with internal support staff and with third-party suppliers
- Experience in delivering technical projects
- Experience of Disaster Recovery process/solutions/invocations
- Experience of Agile project methodologies
- Experience of Networks, LAN, SD-WAN, Cisco, Meraki
- Experience of VMWare

Essential

- Azure AD, Azure AD Connect, Office 365, D365, SQL, Enterprise Mobility Security
- DevOps - CI/CD experience of Azure DevOps (VSTS) / TFS / Git / GitHub

Desirable

- ITIL foundation qualification
- Microsoft certified, ideally Azure Fundamentals, Administration level
- Strong networking experience, familiar with Cisco. CCNA qualification

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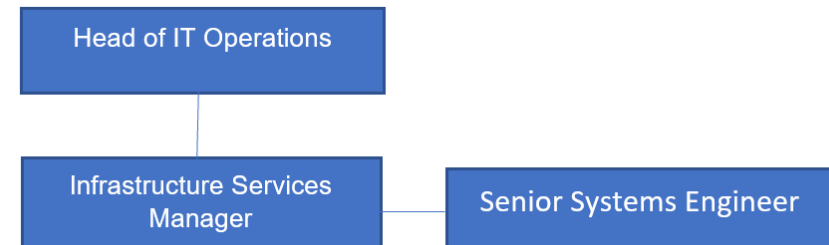
Planning & Organising

- Share knowledge and document processes and procedure effectively.
 - The ability to build and continually improve technical services
 - Create and maintain technical roadmaps
- Strong resilience and the ability to deal with ambiguity

Dimensions

- Passionate about technical service delivery and improving customer experience of IT
- Technical escalation point for managed service provider(s)
- Strong technical representative in projects and change programmes
- No line management responsibilities
- Site location London, but will be required to work remote a few days a wee

Organisation Chart



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