

Job Specification

Systems Consultant

Job summary

Position: Systems Consultant (Full-time Permanent)
Days of work: Monday, Tuesday, Wednesday, Thursday, Friday
Hours of work: 8:30am to 5:00pm
Salary: circa £25,000 to £30,000

Location:

Home/Remote/Aberdeen

Job description

Day to day IT Operations for external customers including Reactive and Proactive Support, Project Consultancy and engaging with customers to discuss and plan IT requirements.

Primary responsibilities:

- Install and configure computer hardware operating systems and applications.
- Proactively monitor and maintain computer systems and networks.
- Diagnose and resolve complex hardware, software and connectivity problems.
- Follow change management processes providing change request initiation, control and impact assessment.
- Experience securing the Microsoft 365 platform using MS Intune.
- A deep understanding of all major elements of the IT systems landscape including Azure Services/On Prem, networking, telephony, application servers, firewalls, and mobile devices.
- Microsoft Windows Server (2016,2019) Exchange Online / Microsoft 365, SQL Server, VMware, Azure Active Directory and Group Policy administration
- Develop and support security processes.
- Assist users to set up systems or resolve issues.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Replace component parts in devices as required.
- Provide support, including procedural documentation and relevant reports.
- Follow diagrams and other written instructions to repair a fault or set up a system.
- IT Project Implementation of various forms.
- Support the roll-out of new applications.
- Set up new users' accounts and profiles and deal with password issues.
- Respond within agreed time limits to Incidents and Requests as per agreement SLA's
- Establish a good working relationship with customers and other professionals.
- Provide a professional image to customers and other professionals whilst representing io IT Services Ltd.
- Test and evaluate new technology.
- Ideally 5 years or more experience in a similar role.

Salary and benefits

Salary: £30,000

Holidays: 29 days per year including bank holidays and birthday