Systems Engineer – Servers and Infrastructure, Corporate IT Support

UK

About the role

The Idox Corporate IT Support Team supports the business by designing, building, administering and maintaining the infrastructure for the companies' networks and back-office systems. It is a relatively small team that aims to "work smarter, not harder", and are therefore frequently re-evaluating latest technologies and processes and implementing these where they fit with business requirements. New ways of thinking and working are part of the role, as is maintaining constructive relationships with colleagues across the organisation. You will be a core member of this friendly team, supporting day-to-day operations of the environments and associated systems with particular focus on management and administration of the server estates in our private and public cloud environments, systems, compliance, and also dealing with IT related requests raised by staff.

Planned growth for the Idox Group means that there is a stream of interesting projects, in addition to daily workflow, related to introduction of new technologies and environments.

We are looking for a Systems Engineer who preferably has experience working with mission critical systems, within busy private and public cloud environments. Joining our team, you will be shaping and supporting the core infrastructure alongside our emerging DevOps technologies and processes. In return gaining experience and improving knowledge in a variety of technologies including Cloud services, Compliance, Security and Virtualisation technologies.

Key responsibilities

As part of the Corporate IT Support team, the post-holder's duties will include:

- Manage and maintain our virtual and physical server infrastructure, including installations, configurations, updates, performance monitoring, and troubleshooting

- Manage, monitor and respond alerts from our systems monitoring solutions

- Manage, configure and maintain the corporate Azure cloud based services

- Assist with the management and configuration of our Microsoft M365 E5 services

- Assisting with the maintenance and administration of software patch management and deployment systems.

- Provide support to the IT Helpdesk team when necessary.

- Processing assigned requests, interacting with the IT Helpdesk ticketing system.

- Creating and maintaining process documentation.

Idox. Do more.

- Responsible for maintaining and improving your own skills.

- Provide occasional out of hours support when required.

- Adhere to Idox Information Security & Management System Policies.

To be successful, you should bring:

- At least 4 years of experience working in an IT systems administration role

- Installation, configuration and troubleshooting of Windows and Linux server OS

- Advanced hands-on knowledge of virtualisation technologies (VMware preferred)

- Direct experience of managing, configuring and monitoring virtualised server environments

- Hands-on experience with public cloud infrastructure (Azure)

- Hands-on experience of patching and updating critical software to a given standard

- Experience with security & vulnerability systems monitoring and administration

- Anti-virus and other software security troubleshooting and problem resolution

- An understanding of basic networking principles, protocols and utilities

- Able to accurately and efficiently document processes and procedures

- A self-starter, able to see the bigger picture, and identify solutions to problems

- Comfortable working alongside a geographically diverse, multi skilled team, supporting a 24/7 environment

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ 700+ staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values

Dynamism
We shape our future

Responsibility
We are accountable for our actions

Integrity
We do the right thing

Valued
We value each other

Excellence
We set the benchmark for quality

DRIVE
The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits

Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.

Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.

Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.

Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.

Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.

Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.

Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to apply

Please submit a CV, and a short cover letter *(maximum 500 words - including salary expectation, and current remuneration)* explaining why you feel you would be suited to this role to **join.us@idoxgroup.com**

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: **https://www.idoxgroup.com/policies**