IT System Engineer

Idox IT Ops Team

Pune, India

About the role

The Idox IT Support Team supports the business by designing, building, administering and maintaining the infrastructure for the companies' network infrastructure and IT systems. You will be a core member of this friendly team, supporting day-to-day operations of the environments and associated systems and dealing with requests raised by staff and alerts from the various security and network monitoring systems.

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 Senior 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 technology and processes. In return gaining experience in a variety of technologies including Active directory, Cloud services, networking, storage and desktop environments.

Key responsibilities:

- System Administration: Manage and maintain servers, storage, and network infrastructure in both private and public cloud environments.
- Reliability Engineering: Implement and maintain monitoring, alerting, and incident response systems to ensure high availability and reliability of services.
- Security: Ensure the security of systems and data through regular updates, patches, and security best practices.
- Performance Optimization: Monitor system performance and implement optimizations to improve efficiency and reduce downtime.
- Backup and Recovery: Manage backup and disaster recovery processes to ensure data integrity and availability.
- Collaboration: Work closely with development, operations, and support teams to ensure seamless integration and support of applications and services.
- Documentation: Maintain comprehensive documentation of systems, processes, and procedures.
- Provide out of hours support when required

To be successful, you should bring:

- Minimum of 2-3 years of experience in system administration and/or reliability engineering
- Previous exposure to a **Windows Server administration** within a mission critical environment, preferably a cloud, ISP or SaaS provider

Idox. Do more.

- A good working knowledge of **Active Directory and other Microsoft applications**
- Knowledge of IIS web server and IIS applications
- Automation and scripting (preferably with Power Shell and Ansible)
- Exposure to virtualisation and working in a **VMWare environment**
- Proficiency in managing Windows servers
- Ability to work calmly under pressure in a high visibility environment
- Able to work as part of a globally diverse remote team
- Strong problem-solving and analytical skills.
- Excellent communication and teamwork abilities.

Additional attributes/ specific knowledge (optional)

- Knowledge of networking concepts and protocols
- Experience using **Microsoft System Centre**
- Experience with helpdesk tools within an ITIL 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 around 600 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.

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**