

Summary

CONFIDENTIAL

As IT Engineer, you will be required to facilitate in the effective operation and development of the Company Computer Network and IT Systems. You will assist in providing effective IT infrastructure support across all aspects of our multi-site business. Please be advised job description is non exhaustive and employees may be transferred to other area of the business when necessary.

Main tasks & responsibilities

- Assist in the design, implementation, and maintenance of the company's IT infrastructure and execute upgrades and enhancements to improve efficiency and reliability.
- Manage security technologies (e.g., firewalls, encryption), and participate in security operations center (SOC) activities.
- Support in managing user access to IT resources ensuring proper authentication and authorization.
- Provide Technical support to telephone and email requests from users for all PC hardware, software, and associated peripherals across multiple sites.
- Provide support and assistance for cloud technologies such as AWS and Azure
- Log support calls and document their outcome to facilitate the resolution of common queries.
- Proactively provide information to users on the progress of outstanding support calls.
- Providing comprehensive IT support to users as part of a Global IT Team.
- Assist in the creation of technical documentation, guidelines, and procedures and to ensure they are well documented.

Location/Site

Omagh

Department

IT

Reports to

Global IT Infrastructure and Security Manager

Responsible for

IT Support for designated location

Job level/Grade

- 8

Career Level

- Career Level - IT Support 2
- Job family - Information Technology

Expected outcomes

- Ability to prioritize, direct and complete work in a busy working environment with significant attention to detail.
- Strong team player with proven experience of working collaboratively with a range of departments.
- Self-motivated and organized.
- Full clean driver's license with access to own vehicle (due to site location).

Desired education & background

- 3+ years' experience in providing IT support with the ability to work independently.
- Hands on Experience supporting Office 365 Desktop App's (Word, Excel, Outlook etc.)
- 3+ years' Experience using cloud technologies such as Intune, Azure, AWS and Office 365 Admin.
- Experience of windows server including active directory, group policy and virtual technologies.
- Hands-on experience supporting network infrastructure such as switches, routers, and firewalls.
- Proficient in supporting windows 10/11.
- A strong understanding of cyber security.
- Outstanding communication required with excellent written and verbal skills.