



# IT OPS SYSTEMS ADMINISTRATOR

**Location:** Nottingham Office

**Reporting to:** IT Ops Team Lead

**Effective:** 26<sup>th</sup> August 2020

## PURPOSE

The IT Ops Systems Administrator will be the primary contact point for all internal IT systems, managing those systems and services to high standard. You will provide internal support within our IT environment to both office based and remote staff. You'll be our first point of contact for all IT support requirements, taking ownership of all incidents and requests. You'll be a natural problem solver and trouble shooter, effectively prioritising and resolving technical support issues. Reporting to the IT Ops Team Lead, you will have a wide range of key responsibilities and projects to take from strategy through to operation, always with a view to improve the ongoing service.

## RESPONSIBILITIES

- Provide support to employees at our Nottingham office and remote workers.
- Install, configure, upgrade and support hardware including servers, laptops, printers and mobile devices and software e.g. Operating Systems and business required applications.
- Purchasing hardware and software and working to established budgets, participate in budget reviews and assist finance when forecasting Internal IT spend.
- Responsibility for all assets under the Internal IT remit, maintain accurate stock levels of IT equipment, manage equipment lifecycle and provide accurate information about any asset as requested
- Perform desk or departmental moves. This may occur at times to minimise the impact of end user's ability to work
- Provide IT support at events and meetings in line with the business requirements
- Work with the IT Ops Infrastructure Architect to achieve compliance with approved security standards and frameworks as required across all internal IT environments ensuring security configurations and practices are implemented and maintained in line with the company's policies and procedures.



- Assist in knowledge sharing by contributing towards the creation / amendment of support documentation into the Knowledge Base.
- Responsible for analysing the future needs of internal IT, designing requirements and delivering projects to ensure ongoing development of internal IT effectiveness and ensuring capacity is maintained for business growth.
- Produce IT and security training material and distribute through appropriate medium.
- Take ownership of all 3<sup>rd</sup> party services, build, maintain and review relationships where required. Monitoring the escalation of any problems and liaising with 3rd party suppliers to ensure service is resumed.
- Responsible for the siloed Azure environments providing key services to the business
- Ensure the business remains software license compliant and report annually on the overall licensing state of the business
- Stay up to date with improvements and new features available through cloud services such as Microsoft 365 and introduce into the business in a considered manner
- Manage various ad-hoc tasks outside the core responsibility of providing immediate IT support.

## KNOWLEDGE, SKILLS & COMPETENCIES

### Experience:

- Significant previous experience of working in an IT support environment is essential
- Excellent technical skills and appropriate qualifications and accreditations - Ideally educated to A level or equivalent within a technical subject
- Desired technical qualifications - ITIL, MCP, MTA, MCSE.

### Technical experience:

- Active Directory Group Policy Management
- PowerShell Scripting
- Microsoft Hyper-V Management
- Microsoft 365 Management
- MS Teams Administration
- Microsoft Dynamics 365 / Power Platform Management
- Windows Server Administration
- Asset Management
- Capacity Planning Management
- SCCM Management including Application Deployment and Windows Servicing
- Software Licensing Management



- Desktop Imaging and Rollouts including Auto Pilot
- Infrastructure Dependencies & Troubleshooting
- Patch Management
- Backup Software and Strategies
- ITIL Foundation certification
- Knowledge of Infrastructure and Networks / Firewall required (Sophos XG Beneficial)
- Experience of Windows 10.
- Azure Fundamentals

#### Competencies:

- Proactive approach to problem solving – identifying any patterns, trends and opportunities for learning with ability to think laterally when diagnosing complex issues
- Looks for ways to continuously improve the IT support service for users
- Ability to work with organisational systems, SLA's, policies and processes
- Is comfortable and able to communicate technical concepts confidently and accurately to all users, both at technical and non-technical levels
- Is flexible in their approach to the work they undertake and happy to fulfil all tasks to achieve a successful outcome
- Has a thorough, organised and methodical approach
- Excellent analytical skills
- Strong interpersonal skills

## THE COMPANY

Multi award winning Peppermint Technology provides a game changing business technology Platform for the legal sector that hosts an array of business applications (case & matter management, client engagement, document management and practice management), collaboration and content enablement tools. The platform is a SaaS (Software as a Service) offering. Our platform is built, and certified, on the Microsoft Dynamics 365 and Microsoft Power Platforms.

We hire people who want much more than a job. The team at Peppermint is united in changing the status quo of an industry and this takes great talent, passion and commitment. We are looking for likeminded people to join the team as we aim to become the leading legal software company.

### What's important to us

**Customer Success:** We put our customers and their success at the heart of everything we do



**Time:** We make good use of our time, make time for others, deliver on time, all of the time

**Quality:** We are experts and the best at what we do. We consistently deliver high quality outcomes

**Together:** We create opportunities together, find solutions together and win together

**Positive:** We have a positive attitude and believe in the possible

## **Our opportunities**

Peppermint Technology Ltd is committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the opportunity to realise their potential. We are committed to providing reasonable accommodations, if required, and will work with you to meet your needs.

Please note Peppermint are unable to offer sponsorship to work in the UK

**No agencies please**

## CONTACT

Please forward your CV to:

**[jobs@pepperminttechnology.co.uk](mailto:jobs@pepperminttechnology.co.uk)**