Job description:

IT systems administrator

Reports to: Head of IT

Based at: Levitt Bernstein, Thane Studios, 2-4 Thane Villas, London, N7 7PA,

Purpose: To provide 1st and 2nd line IT support services, acting as the first point of contact for all IT needs across the Practice. Assisting in managing our IT infrastructure to ensure smooth business operations.

Key responsibilities

General

- Act as first point of contact for all users requiring IT support
- Manage the commissioning and decommissioning of user workstations, laptops, mobile phones, printers and associated peripherals
- Assist in overseeing the network infrastructure, including switches, routers, and wireless systems
- Assist in managing and maintain Windows servers, including Active Directory, file servers, and backup systems
- Ensure existing end user hardware is maintained
- Administer hardware and software inventory
- Manage the addition and removal of staff from Active Directory and associated systems
- Manage Maraki Wifi
- Administer Fresh Service software
- Document technical processes and maintain system documentation
- Support conferencing and AV systems
- Develop, maintain and review user guidance
- Ensure all systems and processes evolve from a 'first time fix' focus
- Oversee purchase of IT goods and services
- Research and maintain knowledge on current ICT trends
- Maintain supply of IT consumables to ensure uninterrupted use of IT equipment
- IT Inductions for new staff
- Provide IT training in new software and hardware
- Other adhoc duties as may be reasonably required.

Other duties

- Assist Head of IT and third-party partners outside normal working hours, as may be reasonably required, which are consistent with the general level of responsibility for this role.

Personal attributes

- Excellent verbal and written communication skills
- Great organisational skills
- Natural problem-solver and analytical thinker
- Ability to work well as part of a team and to meet demanding deadlines.

Professional skills

- IT qualification to degree level
- Minimum 3 years IT support or systems administration experience in a similar industry
- Experience in supporting:
    - Windows 10 / 11
    - Microsoft 365 Word / Excel / Outlook / Teams
    - Active Directory and Group Policy
    - WebRoot Antivirus
    - vmWare
    - Dell / HP / Cisco Hardware
    - Xerox Printers / HP Plotters
    - Apple iPad / iPhone / mac book pro
- Experience in managing user security groups and general active directory administration
- Experience in mobile device management
- Service desk administration experience
- Knowledge or qualification in ITIL
- Microsoft certifications (MCSA, MCSE, or similar)
- Knowledge of scripting (PowerShell, Python)
- Preferred knowledge of
    - Newforma
    - PDQ Deploy / Inventory
    - Freshservice
    - Union Square
    - Mimecast
    - Open Asset
    - Revit
    - Autocad
    - V-Ray
    - Sketchup.