

Job title

Senior IT Support Engineer

Location

Kings Hill

Department

Infrastructure and Technical Support

Who are RDT?

RDT is a focused and successful agile software company. It has been working in the UK insurance market for over 20 years and in this time has been delivering highly innovative software and consulting solutions. RDT prides itself on being a disruptive force in the insurance market and has been at the forefront of many pivotal technology innovations. This is still true today, as we continue to build industry changing products in our singular quest to *ReDefine Tomorrow*.

The Senior IT Support Engineer role at RDT

Reporting to the IT Manager this is a key position within the company. The primary role will see support of current and new infrastructure, both cloud and in house.

This is a role within a small team with a large outlook on all aspects in the field of IT, from providing desktop support to designing a new platform solution for a brand-new product.

What does this job involve?

It is important that you have previous experience of working with the Microsoft Azure platform and have a strong understanding of IaaS, with exposure to PaaS and SaaS. With additional experience in an infrastructure support role maintaining 'Business as Usual.'

The role will require good customer facing skills due to supporting various customer solutions. The role will require a good telephone manner and occasional virtual customer support.

Personal attributes should include a "can do attitude" combined with flexibility whilst being task oriented and committed, ensuring agreed targets and SLAs are met.

You may be required to join an out of hours on-call rota for Managed Service support once you complete your six month probation period.

You will have the following responsibilities:

- Be able to work in a multifunctional team who deliver infrastructure projects under strict timescales
- Take a lead role in always maintaining a seamless (risk and failure free) service to all RDT clients and users
- Provide a reactive and proactive service for all RDT clients and users
- Provide Third line support for Workstation/Server applications and Hardware
- Collaborate with all areas of the business where required
- Clear and concise communication with other RDT staff and clients
- Ensure received incidents and service requests are registered and classified correctly within the team and managed as per given SLAs
- Escalate issues to management level when necessary in a timely and efficient manner
- Ensure clients and the project teams are kept informed in an agreed and effective way on the progress of project deliverables
- If appropriate, work closely with external providers to ensure stoppage time is kept to a minimum, learning's are taken, and improvements made to eliminate any issues on an ongoing basis where possible
- Engage with and manage 3rd Party Support (typically hardware or software manufacturers) to resolve issues
- Attend Customer sites for any project reviews and Workshops
- Input into technical health-checks both internally and externally for clients
- Reporting progress to the IT Manager

Essential & Desirable skills

Essential Skills:

- Experience and successful delivery of 1st – 3rd Line Support on an individual basis and as part of a team
- Troubleshooting of complex infrastructure/desktop issues through to resolution
- Deploying and supporting solutions within a service-oriented architecture
- Strong sense of service and delivery – ‘owning a problem’ through to delivery and resolution
- Experience of delivering Microsoft Azure based production solutions for client consumption
- A tenacious manner
- Excellent communication & collaboration skills
- Proven hands-on working knowledge/experience required of:
 - Active Directory, GPO, DNS, DHCP
 - Windows 2016 - 2019 Servers
 - Windows 8 / 10 Desktop OS
 - SQL Server 2016 - 2019
 - Knowledge of Hypervisor technologies
 - Firewall configuration

- Microsoft Azure IaaS solutions
- Microsoft 365 Applications (Office, Teams, SharePoint etc)
- Azure Active Directory
- Knowledge of Azure Active Directory Domain Services
- Networking, VLANs, routing, switches
- Remote Desktop Services

Desirable Skills:

These are not essential to the role but is a definite plus if the candidate has any experience of the following:

- Workstation / Laptop Hardware
- Server Hardware (HP/Dell)
- Dell Blade Centre
- Storage Area Networks
- Data Protection Manager 2019
- Firewalls / Proxies (Sophos, Watchguard)
- Cisco Meraki Networking (Switch configuration, vLANS, Routing)
- Deploying a virtualised desktop/app infrastructure to end users
- Exposure to Citrix Cloud
- Hyper-V Virtualisation
- System Centre Endpoint Manager / Intune
- Knowledge of Cyber Essentials security certifications
- Microsoft Accreditations
- Project management experience
- Exposure to Agile Development practices
- Exposure to Insurance or Finance computer systems

What's in it for you?

You will have the opportunity to work in a multifunction team building and delivering a new managed service infrastructure for a new client. You will also help shape the direction and approach of IT and Infrastructure within RDT. You will work with a strong team delivering high quality software products in a fast-paced environment. You will be working with sharp and innovative people who are dedicated, driven and more than happy to share their knowledge with you. You will be expected to be the best you can be and will be encouraged and supported to achieve this.

Apply now!