

As a software company producing complex software for a global customer base, Intercede maintains the highest levels of internal system performance for both on site and remote users and the post holder must be confident about working in this highly technical and professional environment. The post holder must have a broad range of technical skills and be appropriately customer focused for our internal users service expectations.

The Junior ISE is responsible for supporting the business and development infrastructure across all offices. They will be the first point of contact for user support issues and will be expected to support the infrastructure strategy to ensure systems meet the business needs. This will include areas such as Networking, Virtualisation, Active Directory and Exchange. In addition they will be required to work with the Internal Support team to resolve 1<sup>st</sup> and 2<sup>nd</sup> line support issues and administer business systems.

### **Roles and Responsibilities**

- Provide 1st line support as part of the Internal Support Team, and 2<sup>nd</sup> line support as required by the business;
- Manage and triage incoming support calls / emails effectively;
- Implementation assistance to Internal Support Team;
- Assist development teams with infrastructure support;
- Management of IT assets and deployment of hardware and software as required;
- Documentation of processes and procedures;
- Working with other business units to implement systems;
- Provide on-call support as required;
- Train end users to use business systems effectively;
- Co-ordinate and assist in desk moves at both / between sites;
- Procure goods from various suppliers as required;

**Candidate Requirements:**

- Passionate about IT, Computers and the IT industry;
- Friendly, outgoing and a good communicator;
- Keen to learn and develop in a fast paced, hi-tech, rapidly growing company;
- Able to lift / move computer equipment weighing up to 25Kg;

**Desirable attributes:**

- Experience in an IT Support role;
- Familiarity with Windows environments and Microsoft software and operating systems (ideally at a server / Active Directory level);
- Understanding of antivirus and firewall concepts;
- Working knowledge of backup solution;
- Knowledge of mobile devices used in a corporate environment;
- Understanding of basic networking concepts.

This is an outline only of the role which may change from time to time as dictated by business or operational needs.