

# Role Profile: IT Operations Engineer

## Vacancy Description

Amiosec is an exciting and growing UK technology company with innovation, agility and state of the art technology at its core. We work in partnerships with UK government customers and commercial providers to deliver research, technology and products in the communications security sector.

We have a vacancy within the Operations team and are looking for a highly competent IT Operations Engineer to join the team and support the continued growth of the business.

The successful candidate must have experience of installing, supporting, maintaining and developing internal systems within IT Operations and Development environments; delivering internal and customer delivery projects and ensuring best security practices are adhered to throughout.

The candidate must have experience in an IT operations, engineering or development environment and have rigorous attention to detail and be familiar with Infrastructure Build, monitoring tools, security best practices, Service Management frameworks, Linux and Windows Sever, Hosted Applications and have advanced troubleshooting skills.

Due to the nature of our work, all candidates will be required to obtain and maintain an appropriate UK security clearance.

## Typical Activities

Subject Area	Activities
<b>Maintain Activities</b>	<ul style="list-style-type: none"> <li>• Undertake system monitoring and updates for Infrastructure and Security, taking action where relevant and producing reports</li> <li>• Undertake and maintain active directory updates, profile administration, computer builds, network and software installations</li> <li>• Maintain end user devices, printers and scanners with regular updates being applied</li> <li>• Investigate and rectify any reported faults covering, but not limited to; PC, Server, LAN, Wi-Fi and VOIP</li> <li>• Oversight and support of 3rd party systems as necessary to ensure continuity of service to the business</li> <li>• Regular review and updating of all Technical IT Documentation</li> <li>• Implement and maintain information security controls in accordance with guidance issued by the IT security team</li> <li>• Provide continuous feedback and updates on all IT related issues (Service Desk, performance issues, network and user issues etc)</li> </ul>
<b>Support</b>	<ul style="list-style-type: none"> <li>• Maintenance and Support of all internal systems</li> <li>• Creating and improving support and troubleshooting documents</li> <li>• Provide technical assistance, fault diagnostics and IT support to Amiosec</li> </ul>
<b>Technology Research</b>	<ul style="list-style-type: none"> <li>• Keeping abreast and evaluating latest technologies</li> <li>• Review and recommend enhancements for new technology</li> </ul>



The sections below outline typical responsibilities and competencies that we are looking for. These are wide ranging and represent the full cross section of capabilities that we seek. Prospective candidates should be able to demonstrate ability in a number of the technical competencies (depending on grade/experience) and as a minimum, satisfy the core competencies as listed.

We are **not** looking for **full** coverage across all of the below in any one candidate.

## Technical Competencies

Subject Area	Competency
Experience/Skills	<ul style="list-style-type: none"> <li>• Experience within IT Operations and Development environment – minimum of 2 years</li> <li>• Experience with Enterprise IT Infrastructure, installation design configuration and troubleshooting/support of compute, storage, networking, physical infrastructure and software</li> <li>• Experience and support within Linux environments – minimum of 2 years</li> <li>• Basic to intermediate level of scripting skills e.g. Python, Bash</li> <li>• Networking knowledge and concepts including switching, routing, firewalls, load balancing, TCP/IP, VPN/VLAN and IP Addressing</li> <li>• Experience with deployment automation tools such as Ansible</li> <li>• Experience with Windows server platforms</li> <li>• Experience of Information Security and controls to mitigate threats within secure IT environments</li> <li>• Experience with virtualisation software Hyper-V, Proxmox or VMware;</li> <li>• Experience and support of IP Telephony Systems</li> <li>• Experience with Service Desk and Customer Support Tools</li> </ul>

## Core Competencies

Subject Area	Competency
Approach	<ul style="list-style-type: none"> <li>• Excellent attention to detail</li> <li>• Enthusiasm for technology and desire to understand it, work with it, improving processes, helping to innovate and automate</li> </ul>
Working Style	<ul style="list-style-type: none"> <li>• Ability to work individually or as a member of a multi-discipline team;</li> <li>• Self-motivated;</li> <li>• Willingness to be flexible and embrace new technologies/techniques;</li> <li>• Good time management skills, ownership of own deliverables;</li> <li>• Tenacious troubleshooting and problem-solving skills.</li> </ul>
Customer Focus	<ul style="list-style-type: none"> <li>• Excellent communication skills (including generation of written content including reports, technical documents and whitepapers);</li> <li>• Ability to investigate and understand customer needs.</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>• Ability to foster and develop innovative ideas;</li> <li>• Lead and contribute to improvements in systems &amp; support and our innovative ways of working.</li> </ul>