



**Job Title: Wintel Engineer**  
2<sup>nd</sup>/3<sup>rd</sup> line

**Department: Service Support**

**Minimum Starting Salary: £30K**

**Reports To: Head of IT Service Delivery**

**Based: Salisbury**

**Job Purpose:**

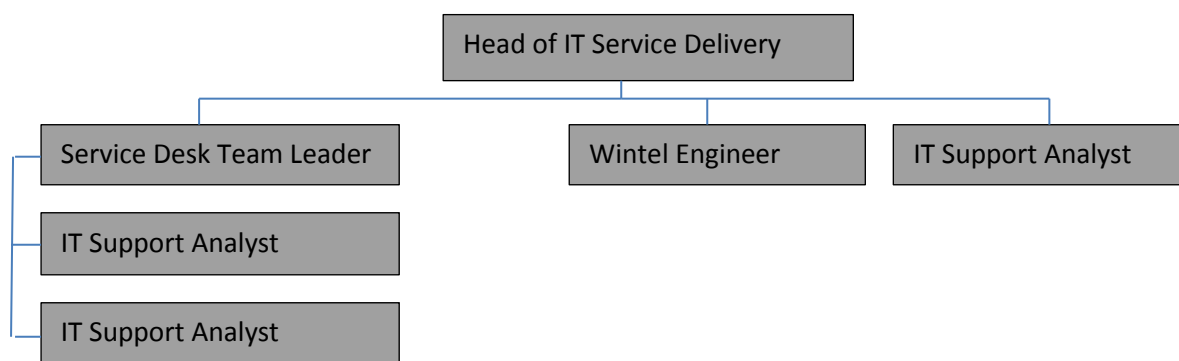
As part of IFG Group, James Hay Partnership is a market leader in the field of Self-Invested Personal Pensions (SIPP) and WRAP product and administration. The IT Service Delivery team are currently involved in a strategic programme of work, to grow the business and improve Technology in alignment with the strategic roadmap.

**Role Dimensions:**

James Hay Partnership has a diverse customer base supporting over 49,000 clients contributing to over £16 Billion in Pensions and investments. As a market leader of SIPP and WRAP products James Hay Partnership needs to ensure it provides a stable and secure technology platform for its clients and its staff. The post holder will provide support to circa 600 staff based at various sites and I will have the willingness to aid in developing those around them. Demonstrating attributes of a technology leader, showing strength working as part of team and as an individual.

**Structure:**

Organisation chart showing role reporting line



**Key Responsibilities and Accountabilities:**

The key responsibilities of the role include:

- Troubleshooting system and network problems, diagnose and solve hardware/software Incidents/problems
- Provide support to the business
- Provide solution(s)/work around(s) to incidents and Problems
- Create, manage and evolve policies, processes and procedures
- Create and manage a SharePoint documents records library
- Install, maintain and support new applications and Infrastructure
- Work to SLA thresholds for incident(s), request(s) and problem(s)
- Prioritising and managing several open cases and mini projects at one time

- Establishing a good working relationship with the business and 3rd party support personnel
- Testing / Evaluating and implementation of new technology
- Keep up to date with advancements in technology
- Prove exceptional Technology driven leadership skills, cross training and mentoring.
- Review of services, application delivery, patching and Anti-Virus
- Implementation of ISO 20000 and ISO 27001 policies
- Willingness to Travel
- Ensure appropriate standards and procedures are adhered to during the development process to support a quality deliverable to James Hay.
- Work with a variety of business and technical contacts to gain a detailed understanding of their requirements.
- Work within a testing methodology and should illustrate a clear understanding of unit, integration and system testing.
- Systems monitoring.
- Supporting Users on both hardware and Software applications
- Administer backups and restores
- Patching servers
- Performance monitoring IT infrastructure.
- Maintain security infrastructure including antivirus software, firewalls and endpoints.
- Administer Active Directory including Group Policies
- Administer and monitor Virtual server infrastructure
- Build new servers, including virtual.
- Network trouble shooting, TCP/IP and general WAN/ LAN trouble shooting

### **Skills, Knowledge and Experience:**

The ideal candidate will have experience working within the financial services sector. The candidate would be ITIL certified and have spent several years specialising in supporting Windows and Citrix Platforms, Desktop and Infrastructure with a solid understanding of Cisco Network Administration (CCNA or CCNP desirable). As well as all the expected qualities of an experienced Wintel support engineer the following skills are critical to the role.

- ITIL Certified
- Several Years Active Directory administration and design.
- Extensive Wintel administration and implementation experience
- Exchange 2010 administration and design
- Considerable experience in administering a VMware Infrastructure including HA, DRS and ideally SRM.
- Good troubleshooting skills with Performance issues. Ideally VCP5 but not essential
- Experience of SCCM administration, packaging and deployment
- Significant experience supporting a Citrix XenApp Farm administration and design
- Extensive experience with AppSense administration and design
- NetApp administration and design
- Symantec Endpoint administration and design
- Mobile Iron administration and design
- Network trouble shooting, TCP/IP and general WAN/ LAN trouble shooting
- Cisco network implementation, administration and troubleshooting. Route and Switch experience (CCNA or CCNP desirable)
- SCOM experience desirable

## JOB DESCRIPTION

- Excellent troubleshooting and problem solving skills
- Willingness to want to aid in supporting all aspects of the IT service assisting other teams where required from helpdesk, support through to architectural design and implementation.
- The individual will have had experience working within the financial services sector and a key understanding of ITIL framework.
- Demonstrate excellent communication skills, written & verbal
- Able to develop good working relationships
- Strong organisation and planning skills with exposure to matrix management
- Team player
- Project management experience, Prince II certification desirable
- Past experience managing technical team/s and service relationships