

JOB DESCRIPTION

Job Title:	IT Systems Engineer
Department:	IT
Location:	Theale
Reporting to:	Service Desk Team Lead

About Clearswift

Clearswift is trusted by organizations globally to protect their critical information, giving them the freedom to securely collaborate and drive business growth. Our unique technology supports a straightforward and 'adaptive' data loss prevention solution, avoiding the risk of business interruption and enabling organizations' to have 100% visibility of their critical information 100% of the time.

Clearswift operates world-wide, having regional headquarters in Europe, Asia Pacific and the United States. Clearswift has a partner network of more than 900 resellers across the globe.

More information is available at www.clearswift.com

Clearswift Values

Show *passion* in what we do, drive for *innovation* in everything we do and continuously *collaborate* to make a difference.

The Role

The Systems Engineer is responsible for the deployment, patching and maintenance of enterprise systems and applications with a focus on core Microsoft technologies. Job responsibilities will also include the maintenance and support of Clearswift dogfood, R&D and customer services environments (locally and in the cloud).

Key Responsibilities

- Participate as a member of the Service Desk support team resolving client-side issues
- Actively monitor and support internal and external infrastructure systems (Incident & Problem Management), liaising with colleagues in regional location as necessary.
- Ensure the Transition of infrastructure and services is planned (Change Management), follows best practices and adheres to documented change management procedures.
- Ensure that IT infrastructure service levels are achieved by constantly reviewing existing procedures and processes, providing recommendations for continuous improvements.
- Support Service Delivery Manager in the management of Clearswift products, customer services and R&D environments.
- Develop general and detailed documentation describing system specifications and operating instructions.
- Ensure infrastructure, applications and data security/privacy controls are maintained in compliance with corporate and regulatory policies.
- Develop appropriate project related documentation/business cases. Implement projects in accordance with policy ensuring the identified goals and objectives are delivered on time and within budget.
- Procure IT related resources in line with company policy and ensure accurate record of assets is maintained.
- Support business continuity processes (backups, replication etc) through continued documenting and testing of infrastructure environment.
- Provide appropriate metrics and report information to support the generation of management reports and statistics.
- Liaising & maintain appropriate relationships with third party vendors.
- Help staff with use of the company systems, providing training where necessary.
- Participate in out of hours support coverage

Skills Profile

- Strong analytical and problem solving skills.
- An understanding of security & networking technologies.
- Team player.
- Excellent communication and interpersonal skills.
- Ability to cope and work under pressure.
- Innovative, flexible and open approach.
- A results oriented individual who thrives working in a fast paced environment.
- Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities.

Technical Profile

Required Knowledge and Experience:

- 3+ years' experience implementing and managing core Microsoft stack
 - Automation tools and applications
 - Various scripting technologies
 - Desktop application deployment
- Microsoft MCSA Certification or above
- 1+ years' experience implementing and managing with Linux operating systems
- 3+ years' experience administering and support virtualization platforms (VMWare AND Hyper-V)
- Experience implementing and managing cloud solutions (IaaS, Azure, AWS)
- Experience managing data centre technologies (SAN's, Switches, VLANs, Routers, Servers, Firewalls)
- Able to demonstrate a solid understanding of ITIL principles (Design, Transition, Operations)
- Knowledge of information security best practices (identity management, intrusion detection/prevention)
- Able to demonstrate a solid understanding of Active Directory, Exchange, SQL Server, Sharepoint, Office 365,
- Experience managing backup and replication processes.
- Experience preparing project documentation and managing projects through to completion.
- Working knowledge of VOIP infrastructure
- Subject matter knowledge of PCs and mobile devices

Desirable Knowledge and Experience:

- Certified networking credential (CCNA or equivalent)
- MCSE equivalent certification
- 1+ years' experience implementing and managing with Linux operating systems
- Kaspersky Anti-Virus
- Web infrastructure and application support
- Mobile Device Management
- Veeam Backup & Replication

Other

The job is located at our offices in Reading, Berkshire

clearswift

RUAG Cyber Security