ICT Manager

Merivale Software and Robotics Limited is looking for an ICT Technical Manager that will provide an outstanding level of ICT support for the staff and recycling plants operators.

The role will work closely with the Senior Management Team and other team.

There has recently been considerable investment in updating the current tech solutions, including a move to more virtualisation of both the server and desktop workstations. The team currently provides support for over 50 users and over 400 endpoint devices.

This is a great opportunity to be part of a growing team, creating and building a new approach to IT, changing the culture, shaping how we do things and really having an influence on how we deliver great service to clients and Merivale team.

Your responsibilities will include:

- To provide high-quality technical support, advice and guidance to the staff and clients.
- To ensure that all incidents and service requests are logged, investigated and resolved (or escalated where appropriate).
- To retain ownership of the incident and service request tickets and ensure that staff are regularly informed of the status of their incident or service request.
- To identify, implement and document workarounds for desktop related problems within the Knowledge Base.
- To image, deploy and maintain PCs, Laptops, Tablets, iPods, VDIs and other peripheral equipment such as scanners, printers, interactive whiteboards and projectors, ensuring that this hardware is regularly tested and ready for use when required.
- To install and test new software and software updates / upgrades, ensuring compliance with software licensing regulations at all times.
- To familiarise yourself with the network infrastructure (cabling, patch panels, routers, switches) and associated documentation at the Plant or offices.
- To work with the relevant teams to support the on-site infrastructure elements such as physical & virtual servers and networking devices, thus ensuring the availability and security of the network, data and applications.
- To create and maintain user login and e-mail accounts, ensuring that new staff and students receive credentials in a timely fashion.

- With the assistance of the Software Vendor, to ensure that all Merivale Waste systems documentation is maintained and updated as required.

Knowledge, Skills and Experience:

- Microsoft Windows and related desktop products including Office 2013-2016.
- Citrix, Virtual Desktops, LAN/WAN, TCP/IP, Anti-Virus, Internet Access and security solutions.
- Creating login and email accounts and administering Distribution and Security Groups within a Windows Server 2016 Active Directory.
- You must be flexible and adaptive and be able to handle the various pressures and demands associated with working in a customer focussed ICT support role.
- You will have a minimum of two years' experience in a similar, client facing role in enterprise Institutions and will therefore have experience supporting the various applications typically used within the waste management.

Responsibilities	Knowledge, Skills and Experience
- To provide high-quality technical support, advice and guidance to the staff and clients at the Plants and offices. - To ensure that all incidents and service requests are logged, investigated and resolved (or escalated where appropriate). - To retain ownership of the incident and service request tickets and ensure that staff are regularly informed of the status of their incident or service request. - To identify, implement and document workarounds for desktop related problems within the Knowledge Base. - To image, deploy and maintain PCs, Laptops, Tablets, iPods, VDIs and other peripheral equipment such as scanners, printers, interactive whiteboards and projectors, ensuring that this hardware is regularly tested and ready for use when required. - To install and test new software and software updates / upgrades, ensuring compliance with software licensing regulations at all times. - To familiarise yourself with the network infrastructure (cabling, patch panels, routers, switches) and associated documentation at the Plants or Offices. - To work with the relevant teams to support the on-site infrastructure elements such as physical & virtual servers and networking devices, thus ensuring the availability and security of the network, data and applications. - To create and maintain user login and e-mail accounts, ensuring that new staff and students receive credentials in a timely fashion. - With the assistance of the Vendor support, to ensure that all Merivale systems documentation is maintained and updated as required	- Microsoft Windows and related desktop products including Office 2010-2013. - Citrix, Virtual Desktops, LAN/WAN, TCP/IP, Anti-Virus, Internet Access and security solutions. - Creating login and email accounts and administering Distribution and Security Groups within a Windows Server 2012 Active Directory. - You must be flexible and adaptive and be able to handle the various pressures and demands associated with working in a customer focussed ICT support role. - You will have a minimum of two years' experience in a similar, client facing role in secondary school and will therefore have experience supporting the various applications typically used within the education sector. - This is not exhaustive and should be read in conjunction with the job description.