



## **Systems and Helpdesk Administrator**

The role of Systems and helpdesk administrator covers the technical environment of the company in Ireland. All issues are logged to the technical services case logging platform and the role involves troubleshooting and resolving these issues. The goal is to ensure all operations systems can operate on an efficient and constant basis without any technical outages.

The role involves collaboration with all other technical services team members to get a resolution. It will also involve getting 3rd party operators to assist with root cause and resolution of these issues. Therefore, being able to manage the 3rd parties in an efficient and effective manner is a requirement of the role.

A constant theme of the Technical services team is to deliver a quality service in a friendly manner to everyone that requests technical service. This means that all team members need to own and be responsible for their actions for all cases assigned to them. For escalated issues they will continue to follow this case to resolution and work with the end-customer with timely updates. Once the aptitude is there, it is encouraged to step outside one's comfort zone to learn and implement new technologies. A strong support environment is always at hand to advise and direct as and when required.

### **Technical Environment:**

- SQL database
- LAN / WAN connectivity
- Cisco firewall, switches and router
- Client / Server infrastructure
- Thin-client infrastructure
- Virtual environments
- Telephony solutions
- Web solutions
- Mobile app solutions
- Application solutions
- Mobility solutions

### **Technical Skills:**

- Windows Server 2008 – 2016
- SQL 2008 – 2017
- MS Exchange 2003/2010/2013/ Office 365
- Virtualisation environments of VMWare or Hyper-V
- Thin client configurations, Citrix configuration
- Domain configurations, AD, DNS, DHCP, GPO
- Windows Software Update Services
- LAN WAN configurations and troubleshooting
- Disaster recovery solutions (Hyper-V replication, Azure Site Recovery, Veeam replication)
- System/domain migrations/upgrades
- Cisco, Checkpoint or SonicWALL firewall configuration and troubleshooting

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- Backend IP Telephony environment

**Values:**

- Service – speedy response and constant customer updates
- Customer – internal end-users and TII
- Ownership – Individuals and team own the delivery of the service
- Responsibility – individuals take responsibility for their actions

**Duties:**

- Design and Implement technical solutions across any of the technical environment
- Provide IT technical support, administration and maintenance of the systems and technologies
- Carry daily maintenance tasks and checks
- Monitor all the components of the system and intervene when required
- Manage the level one maintenance subcontractors ensuring incidents are corrected within SLA.
- Performs root-cause analysis and fault isolation related to infrastructure issues and outages and data issues
- Diagnoses and resolves problems of medium complexity in coordination with the support team.
- Deploying, installs and configures the components of the system infrastructure on an ongoing basis.
- Adhere to established maintenance processes.
- Manage multiple SQL servers and databases
- Monitor and optimize database using native and third-party tools
- Participate in the on-call rota
- Ability to work out of hours if requirement to meet system operational constraints
- Manage the update and configuration of all documentation:
  - SOP
  - Network diagrams
  - Data diagrams outlining
- Offer technical support to compliance issues in particular PCI, ISO27001, GDPR

**Our Reference SG334**

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