1. Post

Title	IT & Network Engineer
Job Type	Permanent
Salary	Up to £38,000 per annum based on knowledge and experience
Hours of work	35 hours per week
Annual leave	30 days paid leave per year
Closing Date	Wednesday 12th February, 2025

2. Duties

To provide IT services in Shetland to customers of ITS (Shetland) Ltd. The following is a summary of the duties the successful candidate will be required to undertake (training will be provided where required).

2.1 Troubleshooting & Repair

Troubleshooting & repair of hardware faults in standard PC's, laptops, servers (diagnosis of faulty components, etc)

Troubleshooting and resolving of software faults (Diagnosis of software configuration/faults with various software used by customers including Microsoft Windows 10+, Windows Server 2016+, Microsoft 365)

Assist with troubleshooting various third-party applications in cooperation with vendors (e.g. Sage accounts, etc)

Troubleshooting and resolving broadband/internet/email problems.

Troubleshooting and repair of various peripherals, equipment and software.

2.2 Installation

Physical installation of computer systems

Installation of peripherals (inkjet, laser printers, access points, etc)

Installation of network cabling, patch panels, 19" cabinets, etc

Installation of servers (using Microsoft Windows Server, Hyper-V)

Installation of other network equipment (switches, routers)

Installation of CCTV equipment

Installation of VOIP solutions

2.3 Networking

Installation, configuration and troubleshooting of Microsoft Windows Server 2016+, generally hosted on Hyper, installation and configuration of Server from initial OS install, active directory, group policy's, onsite and offsite backups, antivirus endpoint solutions, etc)

Deployment and migration of servers

Setup of Microsoft 365 tenants from initial signup, DNS to email, Sharepoint, 2fa, etc + installation and migration of emails/documents from existing systems.

Troubleshooting of email issues, sharepoint permission changes, account/tenant compromises, etc

Configuration, installation and troubleshooting routers and other network equipment (primarily Draytek routers & AP's, Cisco SG25x series switches)

Configuration, deployment and troubleshooting of CCTV systems (primarily Hikvision with some Milestone)

Configuration, deployment and troubleshooting of VOIP solutions (discussions with customer, configuration of accounts and telephones, deployment, etc)

Deployment of complete networks

2.4 Support

Deal with clients support requests.

Handle support calls from initial request for service through to completion of work.

2.5 Security

The post holder will be a key holder to the premises and will be expected to lock up when last out of the office.

Follow company procedures and policies with regards to data security and integrity.

2.6 Confidentiality

Maintain absolute secrecy in client affairs.

The post holder will be required to sign a declaration of non-disclosure of client or company affairs.

3. Wages

3.1 Salary

Salary: starting up to £37,000 (based on knowledge and experience). The salary will be paid by BACS monthly on first working day of the month.

Normal hours of work are 9am to 5pm (7 hours) Monday to Friday with a one hour break though some flexibility/overtime may occasionally be required (e.g. server/router restarts out of hours, server migrations, etc).

4. General

4.1 Travel

Candidate must have own transport and a current driving licence.

Mileage + Expenses (Ferry's, etc) are paid to/from all on-site jobs monthly.

Postholder will be required to keep Monthly Mileage sheets.

4.2 Location

This position is primarily based at our premises currently at 8 North Road in Lerwick, combined with on-site at customer premises throughout Shetland. Remote/Work from home may be offered however postholder must be resident on Shetland.

4.3 Customers

The postholder will primarily be dealing with and supporting our local small business customers, some national service customers (performing work in Shetland on their behalf) and a smaller amount of residential/retail customers.

4.4 Period of Notice

The minimum period of notice required to be given by either party to terminate this appointment is one calendar month.

4.5 Holidays

30 days paid leave is provided each year (10 days of which must be taken when the company closes for the festive season). The company does not close for public holidays. Holidays must generally be booked in advance.

4.6 Health and Safety

The company will make every effort to ensure a safe working environment and safe working practices, though it is the duty of every employee while at work to take reasonable care for the Health and Safety of him/herself and of other persons who may be affected by his/her acts or omissions.

4.7 Position within company

We are seeking a dedicated individual who is committed to providing a high quality service and strong commitment to customer service on which we have built our company.

Postholder would be required to provide a professional level of service to customers and have the ability to work unsupervised.

We are a small team and the postholder will be an important part, dealing directly with end-users from the initial enquiry through to installation/resolution any ongoing support of systems.

The nature of the company and the specific post offers the successful applicant the opportunity to develop and enhance their own professional skills.

4.8 Other Duties

As a small business we all help with the various aspects of the business (e.g. assisting retail customers, dealing with telephone calls, etc) therefore this document is a brief summary of the main duties we are seeking to cover, however the requirements of the job are not fixed and are likely to evolve depending on the abilities of the post holder and the requirements of the company.

4.9 Applicant requirements

	Essential	**Desirable**
Experience	Previous commercial/public sector experience installing, configuring and supporting Windows Server Previous commercial/public sector experience supporting end-user desktop operating systems and Microsoft Office applications	
Skills	Microsoft Server 2012 onward in a domain environment (i.e. Configuration of Active Directory) Microsoft Windows 10+ Microsoft Office applications (primarily Outlook, Word, Excel) Very good understanding of networking and troubleshooting issues Configuration of managed switches/routers/access points Troubleshooting and repair of hardware issues with desktop and laptop computers	Microsoft Hyper-V (or another hypervisor) Troubleshooting and repair of server hardware issues. Microsoft 365 (primarily for email and basic Sharepoint usage) Installation of structured cabling/patch panels
Personal	Commitment to customer service	

	Professional and able to maintain confidentiality Pleasant manner, able to communicate with customers and understand issues Able to work on own initiative and prioritise work	
Qualifications		Microsoft or other IT qualifications will be taken into consideration, however our focus is on a candidate with provable knowledge and experience
Other	Current car driving license and own transport	

This job description is designed to provide a summary of the post for applicants and is not exhaustive.

To apply please email CV and covering letter to <u>jobs@its-online.co.uk</u>