

Job Title: IT Support Engineer
Reports to: Head of Technology
Department: IT
Location: Woking GU21 6DJ
Hours: Full-time

IT Support Engineer

Step One Finance Limited is a rapidly growing specialist lender located in Woking, Surrey. Reporting to the Head of Technology, to develop and provide first class IT support for all staff employed within Step One Finance.

Main Responsibilities:

- To ensure the continued health and performance of all IT infrastructure with ongoing checks, maintenance, patching and updates.
- To provide technical assistance, fault diagnostics and IT support to all members of staff.
- Administration and maintenance of Server/SAN in a VMware environment.
- Administration of Active Directory and Office 365, assisting with the development and utilisation of the Office 365 suite.
- To undertake software installations and upgrades as required supporting the business.
- Maintenance and administration of the IP telephony system.
- To review and maintain access control security for all staff including door entry and CCTV.
- To ensure all printers and scanners are fully operational and maintenance is undertaken as and when required.
- To undertake and maintain network security and maintenance as well as liaison with the Disaster Recovery site on a regular basis.
- To review and recommend to the Head of Technology enhancements and new technology as and when appropriate as well as keeping up to date with market developments.
- Oversight and support of 3rd party systems as necessary to ensure continuity of service to both customers and Step One Finance.
- Undertaking various IT related projects as required by the business
- Regular review and updating of the Technical IT Documentation.

Desirable Skills / Qualifications:

- GCSEs A* - C grade pass in at least 5 subjects, with B grade pass or better in Mathematics and English.
- Ability to support users with Microsoft Operating Systems and Microsoft Office.
- Experience of Office 365 administration, including Teams and Sharepoint.
- Experience with Microsoft Server, including Active Directory, Exchange, SQL and Crystal Reports.
- Understanding of network functionality and troubleshooting.
- Experience with VMware virtualisation.

- Experience of IaaS and Cloud computing.
- Knowledge of IP telephony systems.
- Comp TIA A+ certification (industry recognised IT starting point qualification).

Personal Attributes:

- Contributes to the whole business by acknowledging that the company is small and growing where all staff have to undertake various tasks
- Strong team player
- Strong attention to detail
- 'Can do' attitude, flexible and solutions orientated
- Committed, conscientious, hard-working and focussed upon delivering results
- Confident and clear communication
- Open, honest, reliable and with integrity

Why should you apply?

- The chance to join a fantastic company.
- To become part of a hardworking, dedicated team.
- To showcase your current knowledge and skill set in the field.
- To be a proactive member of the company.
- Casual dress.
- Company pension.
- Bonus Scheme.
- Cycle to work scheme.
- Private medical insurance.
- Referral programme