

Job Specification

Business Unit	Energy
Job Title	Wintel Server Administrator (Server Engineer)
Permanent/Contract	Permanent
Location (On/Off Client Site/Offshore)	Glasgow
Start Date	ASAP
Job Description Summary (experience, education, skills, environment)	<p>We are looking to recruit experienced Wintel Server Administrators at all levels to help grow our business within our Energy service delivery practice.</p> <p>This is a tremendous opportunity for the right candidate to join a growing specialist team with an excellent reputation and contribute to its onward growth and expansion.</p> <p>You will come from a support / operations background and demonstrate a sound understanding of a wide range of administrator processes for Microsoft Windows Server 2000 to 2008 on Intel-based and virtualised servers.</p> <p>The successful candidate must demonstrate an excellent track record in the successful delivery installation, support and operations tasks on solutions such as:</p> <ul style="list-style-type: none">• Ongoing administration, support and maintenance of application Services including network file & print Services, e-mail Services, backup/recovery Services, Citrix Metaframe server farms, Sun Global Desktop (SGD) and access authentication Services.• Review and validation of basic Disaster Recovery Planning Services including off site backup storage, equipment maintenance contracts and onsite spares.• Selection, planning, installation, upgrade, operation, control and maintenance of upgrades for the Intel server, Citrix Metaframe, SGD and computer room infrastructure at UK premises.• Production of system performance/capacity statistics, provision of network diagnostic information, and site surveys.• Provide assistance with the planning and coordination of the physical facility and staff moves, including telephone, LAN network, printer and desktop computers as required. <p>Our business is highly customer-focused and hence requires excellent verbal and written communication skills – applicants therefore require a track record of engaging successfully with customer contacts. In addition, applicants must be able to communicate</p>

effectively and professionally with various levels of management, business users and IT staff.

Experience of working within an ISO9001:2008 Quality or ITIL environment would be a definite advantage.

You will be a self-starter, highly motivated and capable of showing initiative. More experienced candidates should be capable of supervising a team of engineers on larger projects.

Skills
(Essentials/Desirables)

Essentials

Desirables

- Knowledge of industry standard systems administration techniques and procedures

Non technical skills

Technical skills

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| <ul style="list-style-type: none"> • Group work • Ability to follow internal processes such as change and incident management. • Ability to provide peer support in business applications support, IM and in the IT support centre. | <ul style="list-style-type: none"> • System monitoring and alerting. Setting agreed thresholds to trend and monitor capacity and availability. • Ability to maintain performance metrics and weekly reporting to Systems manager on operational problems, plans and progress. |
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Experience
(Industry/Hardware/Software)

3-5 years experience working in a large organisation providing design support of a Unix based environments.

Qualifications

Ideally a relevant degree qualification together with the latest industry recognised certification
However, consideration will be given to candidates with a track record.

Miscellaneous

Candidates will be required to resolve all allocated trouble tickets / calls for the company's UK business and will be required to participate in 24 x 7 support and on-call services.