
IT Systems Administrator

A bit about us

EMH Technology is a leading IT Managed Services provider, delivering an end-to-end IT service for our clients. Established in 2005, we have built our business on strong IT service delivery and providing technical solutions to meet our clients' individual needs. We are proud of our excellent customer service record, the foundation of which is delivering on our promises when we say we will.

What we are looking for

Due to continued business growth, we are looking for an IT Systems Administrator to join our successful, experienced and expanding team. This varied role in the technical support team will suit someone who is personable, with a minimum of two years' experience in the main areas of IT infrastructure support, perhaps as part of an internal IT department because a broad range of technical knowledge is required. The ability to take ownership, logically approach troubleshooting and provide a high level of attention to detail in their work is essential as each team member is responsible for resolving the support issues they pick up.

We need a great team player, with a strong commitment to the success of the company, and someone who is a positive person to be around.

EMH Technology has low staff turnover. We support and help our employees to progress and increase their skills and knowledge. Preference will therefore be given to candidates that have demonstrated commitment to a former employer.

Summary of role

The person in this role will be responsible for the day-to-day running of IT systems and networks, including backups, and for performing regular checks to ensure the smooth functioning of such systems. They will work as a member of the wider EMH Technology team to improve current services and deploy new technologies.

Why you will want to work for us

This is an excellent opportunity for an IT generalist who wants to accelerate their career and build on their current skills by getting involved in many different aspects of IT in a growing business. You will be contributing to the growth of a fast-paced tech company, where you will be encouraged to take your own initiative and find creative ways to meet client needs.

EMH Technology is proud to foster a workplace free from discrimination. We believe that equality, diversity of experience, perspectives, and background leads to a more inclusive environment for our employees, and a better service for our clients. The training and development of our employees is something we value deeply. We are committed to continuous investment into their personal growth, providing clear paths for career progression, and equipping them with the tools and training required to become experts in their profession.

Together with a competitive salary and benefits package, we offer a flexible rota to provide emergency cover outside of normal business hours and have a flexible attitude to managing your work life balance by allowing hybrid working (home and office).

Job description

POSITION	IT Systems Administrator	DATE	January 2025
HOURS	9am to 5pm + requirement on a rotational basis to work an early shift from 6am to 2pm and provide evening out of hours cover up to 11pm (but never both on the same day). These can be worked from home and the latter attracts additional compensation.	DAYS	Monday to Friday
SALARY	Dependant on experience.	LOCATION	Hitchin
BENEFITS	<ul style="list-style-type: none"> • Flexible approach to office/home working • Equipment provided to enable working from home • 20 days annual leave plus bank holidays (increasing by 1 day every 2 years, up to 25 days) • Private medical insurance (once probation passed) • Death in service cover (once probation passed) • WorkSave Pension Plan available • Free on-site parking • Training courses encouraged and funded 		

It is the company's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change, and the jobholder's obligations are bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definite and exhaustive statement.

Main duties and responsibilities

- Administering, monitoring and supporting client hardware, software, IT systems and infrastructure.
- Providing reactive support, troubleshooting problems, implementing emergency fixes and determining longer-term remedial actions.
- Configuring, reprovisioning and onboarding devices for clients.
- Administering AD, Azure, 365 and other cloud services.
- Scheduling and performing proactive system maintenance.
- Analysing systems and making recommendations to improve performance.
- Performing server backup and recovery operations and restarting systems following outages.
- Troubleshooting issues methodically and resolving them using your own initiative.
- Liaising between users, external suppliers and other members of the team.
- Recording support activities via the ticketing system and communicating progress back to the team.
- Responding promptly to queries and requests from clients that come in via phone, email or online chat.
- Keeping clients updated with progress if an issue cannot be resolved straight away.
- Communicating and explaining technical information clearly to a non-technical audience.
- Keeping process documentation and client information up to date.
- Onsite visits to clients for issues that cannot be resolved remotely.
- Configuring and provisioning IT environments for new clients.
- Involvement in technical implementation projects on client sites.

General requirements

- Ensuring all responsibilities are met in accordance with company procedures.
- Understanding the need for confidentiality when dealing with both internal and external information.
- Flexibility to travel to client sites (UK only).
- Flexibility to work outside of or more than standard hours when necessary to achieve objectives required.
- Sound knowledge of the company's service offering specific to this role.

Person specification

Criteria	Essential
Qualifications	Undergraduate degree (Level 6) in any subject
Knowledge/ Experience	Minimum of two years' experience in the main areas of IT infrastructure support
	Experience of the following: <ul style="list-style-type: none">• Windows operating systems• Office 365/Azure administration• Exchange• AD, SQL, IP networking• Antivirus technologies• Scripting languages such as Powershell
	Broad range of technical knowledge
Skills, Abilities and Competencies	<ul style="list-style-type: none">• Ability to take a proactive approach to resolving issues• High level of accuracy and attention to detail• Excellent approach to customer service• Strong written and verbal communication skills• Comfortable working flexibly within a team and on your own• Ability to prioritise workload and complete tasks to deadlines
Personal Attributes	<ul style="list-style-type: none">• Personable and friendly – a positive person to be around• Team player• Strong commitment to the success of the company• Confident working in a fast-paced environment
Other	<ul style="list-style-type: none">• Please ensure you are eligible to work in the UK as we are not able to accommodate sponsorship• Full driving licence and access to a car, for client site visits

If you like what you have seen and feel you have the skills required to excel in this role, EMH Technology Ltd would love to receive an application from you now! Please send your CV and a covering email (including salary expectations) to apply@emh.tech

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