



## OMAR PARK HOMES LIMITED

### JOB DESCRIPTION

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| <b>JOB TITLE:</b>      | Assistant IT Manager   |
| <b>RESPONSIBLE TO:</b> | IT Manager   |
| <b>HOURS OF WORK:</b>  | The basic contract will be for 37.5 hours 8.30 a.m.-5.00 p.m. Monday to Friday with a one hour lunch break. However, your hours would be best described as those necessary to fulfil the duties and the responsibilities that the job demands with some out of hour's maintenance tasks. |
| <b>PLACE OF WORK:</b>  | The job is based at the factory in Brandon, however Travel may be required from time to time.  |

### MAIN DUTIES AND RESPONSIBILITIES:

- First line support to 130 + users over 2 main sites plus remote workers in field
- Configuration, management and maintenance of network systems consisting of
  - 2 physical servers with 8 virtual hosts including
  - 2 MS SQL Servers hosting CRM / Sage 200
  - Basic knowledge of SQL Scripting
  - MS Exchange
  - Remote Desktop server for remote site access
  - Draytek Firewalls
  - Anti-Virus and Anti-Spam
  - Onsite PBX and Hosted Telephone Systems
  - Office 365 Business
- Play an active part in the development of a systems roadmap working with departmental heads to offer the business hardware and services within budgetary constraints
- Play an active part in the selection process of NG ERP to ensure any server/infrastructure/desktop hardware resources provisioned are fit for purpose
- Ensure desktop architecture is regularly IT audited and software updates applied
- Maintain Asset register of company provided hardware including mobile communications devices

- Be part of the vendor management and selection process on the following supported services:
  - Managed Print
  - Mobile phones and landlines
  - Data connectivity
  - Network support
  - Site telecoms hardware support
  - Sage & CRM Support
  - Network Security & Testing services
- Mentor, train and support colleagues within business in use of new and existing software tools to enable greater efficiency and enable process adherence

### **Person Specification**

- Mature, flexible, resilient, and able to work under stress whilst maintaining good humour
- Ability to interact and communicate with all levels of staff internally & externally
- Able to manage demanding workload with a moving list of priorities
- 5 years plus work experience supporting users in a predominantly Microsoft environment
- No specific academic qualifications sought (e.g. BSc, HND) instead a demonstrable track record of supported learning with reference to career progression in an IT support role