

IT SUPPORT ENGINEER

LOCATION: Cheltenham

POSITION TYPE: Permanent, Full Time

WE ARE IPIPELINE

INNOVATOR, CONNECTOR AND LEADER FOR THE INSURANCE INDUSTRY

At iPipeline, we pride ourselves on our culture. We believe in an enthusiastic atmosphere, encourage innovation, depend on creativity, and strive for success.

We value our employees and understand that our continued success as a company relies heavily on the success of every individual. Our employees describe iPipeline offices as fun, energetic, 'can do', professional environments.

We empower our people and provide them with the opportunity to pursue personal growth and career aspirations. We work hard and play hard. We celebrate success.

As the market leader in our industry, we deliver ground-breaking and award-winning technology to the financial services industry. Working at iPipeline allows you to play a huge part in making it easier for our customers to protect and secure the financial futures of consumers' families.

Find out more at <https://uk.ipipeline.com/>



YOU CAN ENJOY:

- Innovative, inclusive and focused environment
- Flexible working
- Work/life balance
- New, contemporary, open-plan office space
- Company matched pension benefits
- Generous Life and Critical Illness Cover
- Perkbox membership (discounts and freebies)

PURPOSE OF THE ROLE:

To be part of an IT team responsible for the 1st/2nd Line support of Staff IT Infrastructure and services. You will be expected to provide IT support to all areas of the UK business with focus on a high level of customer service whilst maintaining maximum service availability.

RESPONSIBILITIES:

- Provide 1st and 2nd line IT support to iPipeline UK Staff
- Responsible for management of critical IT staff infrastructure, services & software
- Assist with 3rd line support to help deliver Infrastructure Roadmap Projects
- Responsible for staff Laptop build/deployment processes
- Aid with software licensing, asset management and control
- Solve problems using Innovative IT Solutions
- Enforce and promote security policy and security best practice

REQUIRED SKILLS AND KNOWLEDGE:

Ability to:

- Stay calm and promote a professional face to customers.
- Prioritise workload.
- Quickly assimilate knowledge of new infrastructure and applications.
- Work independently and as part of a team where necessary.

Knowledge of:

- Microsoft Windows 10 Desktop Operating Systems
- Microsoft Windows 2016/2019 Server Operating Systems
- Microsoft Office365 Administration
- Office IT hardware including laptops and printers
- Microsoft Active Directory and Group Policy management
- LAN/WAN infrastructure
- DNS and DHCP

PERSONAL PROFILE:

QUALIFICATIONS REQUIRED:

Essential:

- 5 GCSEs including Maths, Science and English at grade C or above.

Desirable:

- 2 A Levels (English/Computer Science or equivalent).
- CompTIA Certifications (A+, Security + or Network+).
- Microsoft or other professional IT certification.

EXPERIENCE REQUIRED:

Essential:

- Windows Server and Desktop Operating Systems
- Active Directory Management and Group Policy
- Office365 components and administration
- Networking architecture
- Corporate AV/Anti-Malware Solutions
- Backup software technologies
- IT Security best practices
- Patching and Security Remediation
- Automated OS deployment

Desirable:

- Virtualisation technologies (specifically VMware).
- Scripting and Automation using PowerShell.
- Basic Linux Administration
- Web Server Technologies (Specifically IIS)
- Basic Firewall Administration
- Cloud computing (AWS)

PERSONAL QUALITIES:

Essential:

- Enthusiasm and a desire to learn.
- The ability to quickly assimilate new skills.
- Outgoing and confident.
- Possess a smart appearance.
- A pleasant, friendly personality.
- The ability to effectively impart knowledge to user base.
- Structured and methodical approach to administration work
- Demonstrate good communication skills.

To apply please contact cheltenham.recruitment@ipipeline.com with your full CV.

For information on how we store applicant information, please see our [Job Application Privacy Policy](#).