

## Senior IT Systems Engineer – Pudsey, Leeds, LS28

**£30,000 - £40,000**

**Bonus of up to 10% of annual salary**

**Hybrid working**

**33 days holiday (including public holidays) – rising to 36 with service**

**Competitive benefits:**

- Healthcare plan
- Cash back on dental and optician costs
- Life Insurance
- Employee wellbeing program
- Flexi points and discounts on your everyday shopping to support your financial wellbeing
- Pension plan
- Fitness and Wellbeing discounts
- Generous candidate referral scheme
- Free Breakfast bar
- Casual dress
- Regular incentives and recognition awards

### Your new role...

As the **Senior IT System Engineer** you'll be joining an innovative Technology team, reporting to the IT and Information Security Manager and you'll be responsible for a range of critical tasks that ensure the smooth operation of technology systems and services. These include:

- Communicating with stakeholders of all levels, providing guidance on resolving issues and setting up systems, updating them on progress and effectively managing escalation and expectations.
- Maintaining a focus on customer service by promptly identifying and diagnosing problems/faults using established troubleshooting methods and tools.
- Collaborating with the Security Operations Centre to detect and eliminate technology vulnerabilities.
- Installing and configuring software and hardware adhering to the correct change control processes.
- Adhering to the standards and guidelines under ISO27001 to meet the needs of internal customers.
- Supporting the management and implementation of change requirements by evaluating the drivers, costs, benefits, and impacts of proposed business changes.
- Assisting with the roll out of upgrades or new systems/applications to ensure seamless implementation.
- Keeping detailed documentation of any regular tasks and solutions to issues. This includes recording information when seeking assistance from colleagues, such as what steps were taken to resolve the issue.
- Managing extensive project portfolios
- Assist the Senior team with client onboarding by providing IT support and ensuring smooth technical integration.
- Demonstrate ITIL principles and guidelines

## What you'll need

- Extensive 5+ years' experience in IT Systems
- Experience with appropriate change and testing methodologies to hardware or software or cabling technology.
- Experience with structured techniques to investigate wants, needs, problems and opportunities from stakeholders to support a business case and application design.
- Strong organisational skills to enable flexibility to work effectively on multiple tasks.
- Strong computer literacy and confidence in new technology systems keeping a working knowledge of new and upcoming tech.
- MS Office experience, including MS Teams.
- Experience in Networking and Firewalls
- The ability to work alongside other business functions to ensure designs are consistent with design & brand guidelines.
- Demonstrating resilience and agility in your approach to work - we're fast paced and sometimes we'll need to juggle or prioritise.
- Being creative – we love hearing new ideas from our colleagues about how we can do things better.
- Windows Server, AD/GPO/AzureAD/Entra, DNS, Hyper-V, O365
- Strong understanding of security vulnerabilities
- Scripting skills (e.g., PowerShell, Bash)

## Who are we?

We're a market leading specialist Debt Purchaser and Service Provider with a focus on customers who need a truly human touch. We're known for our empathetic and bespoke approach to all types of communications with our customers. Over the past 17 years, we've built a solid reputation we're proud of and we've got a cabinet bursting with awards including Investors in Customer and Investors in People GOLD.

We're committed to equality, diversity and inclusion so we'll collect your data for monitoring purposes.

***All offers of employment will be subject to satisfactory background checks, including but not limited to; employment references, a DBS (basic) and a credit file search.***