

JOB DESCRIPTION

Job title:	IT Systems Engineer
Location:	Aylesbury, Buckinghamshire
Reporting/Responsible to:	Direct reporting line to Operations Director.
Direct Reports:	N

JOB ROLE

Role context and purpose:

The role of the IT Systems Engineer is to ensure the smooth operation and efficient use of the Red Helix systems and tools across the business. You will be responsible for the administration and development of existing and future 3rd party software applications used by Red Helix. This includes working closely with our key partners in delivering best in class, integrated systems, that are easy to use and deliver value to our business. The systems in scope for this role span all areas of our business and include CRM, IT Service Management, Finance and Reporting.

This will include analysis of user requirements and the ongoing development of multiple systems to ensure user requirements are being met. As IT Systems Engineer, you will work closely with the IT team and the other business functions and key stakeholders in Red Helix.

Key Responsibilities:

- Responsible for the configuration of systems and support multiple IT functions throughout the business.
- Administer access to systems & maintain system documentation across the business.
- Create and maintain reports and outputs of the systems and departments.
- Support end users with any issues or training needs that may arise.
- Interact with users and evaluate vendor products.
- Maintain current knowledge of relevant technologies as assigned.
- Troubleshoot, and resolve any reported problems.
- Provide application performance tuning.
- Review the governing regulations to ensure proper program support.
- The candidate shall monitor, update, and maintain existing legacy environment software systems interfaces to ensure that the interfaces exchange data properly and to support the current legacy environment.
- Enable best practices and process automation.
- Collaborate with Development and IT teams to ensure proper integration of the environment.
- Work closely with our 3rd party application development teams and vendors to tune and troubleshoot applications.
- Plan and coordinate testing changes, upgrades, and new services, ensuring systems will operate correctly in current and future environments.
- Lead and participate in efforts to develop and implement processes for application and system monitoring.

- Lead and participate in efforts to implement application updates to include upgrades, patches, and new releases.
- Develop test plans to verify logic of new or modified programs.
- Develop and maintain the reporting and dashboard infrastructure for the organisation.
- Develop work plans and track/report status of assigned projects/tasks.
- Liaise with vendor support on all issues.
- Fully responsible for problem management activities such as issue resolution and root cause analysis.

PERSON SPECIFICATION: *Profile of ideal job holder, what is necessary to enable the job to be performed to the required standard*

Education and Qualifications <i>GCSE, A level, degree, professional quals</i>	Essential <ul style="list-style-type: none"> • Good standard of education to GCSE/A level
	Desirable <ul style="list-style-type: none"> • Degree or equivalent in technical experience of systems administration
Experience	Essential <ul style="list-style-type: none"> • Experience with CRM systems, an advantage if this is with MS Dynamics or ServiceNow • Experience in systems administration, managing users, API integrations, and workflow automation • Teamwork, relationship building skills • Keen interest in operational technology and tools & systems • Desire to continue learning
	Desirable <ul style="list-style-type: none"> • Knowledge of CPQ (Configure, Price, Quote) systems • Knowledge of Reporting (using data to build meaningful dashboards) • Cyber-security industry experience and an understanding of the different types of security will be distinctly advantageous • Analytical skills
Competencies and Skills	Essential <ul style="list-style-type: none"> • High level of written and verbal communication skills • Ability to prioritise and multitask • An ability or understanding of programming in an administrative language at a basic level • Attention to detail, whilst working under pressure

	<ul style="list-style-type: none">• Understanding of Microsoft SQL• Experience with Helpdesk Systems / ERP / CRM• Strong experience on failover, high availability, disaster recovery, business continuance• Hands-on experience in process automation, best practice approach, technology efficiency, and effectiveness• Knowledge of Web Services and Services Oriented Architecture is desirable• Familiarity with common data formats e.g., JSON, XML, CSV & some basic experience in any of the following: Python scripting, PHP, HTML, Java Script, or other• Display and execute logical and complex troubleshooting methods• Ability to effectively interface with technical and non-technical staff at all organisational levels.• Demonstrated soft skills such as presentation of ideas and clearly articulating the concepts to senior management• Self-motivated, able to work independently, and takes initiative• Outstanding attention to detail with superior time and project management skills• Strong desire to learn and advance technical skills
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