

Vacancy: Senior Technical Engineer

Overview

The Guy's and St. Thomas' Foundation (GSTF) is undergoing an exciting change and building its own Fundraising function and so are growing its Systems team. This will first support that change but also continue to seek ways to improve how technologies and systems can help the Foundation achieve its goals.

We are excited to be expanding our in-house IT team by recruiting Senior Technical Engineer. We are in the process of bringing our IT helpdesk service in-house, to do so we need a motivated, experienced, patient and friendly third line engineer to join our newly formed team.

We are looking for a solid technical skillset, primarily with Microsoft365 PaaS and IaaS assets, but also someone who can take technical leadership for networking and other services and hosted applications across the organisation.

You will need to be an enthusiastic team-player, who is happy to work on reactive support issues as the need arises, can interact positively and constructively with IT colleagues, leadership and normal users, and serve as a proactive and engaged member of the IT team. The function is in a process of expansion & development, and you will need to demonstrate the benefits of internal, dedicated IT staff within a growing organisation

In return you will have technical and structural ownership of your work in alignment with the IT Manager, and an opportunity to deliver meaningful and impactful outcomes, both within the IT department and as part of the wider organisational goals of health improvements across society.

About us

At Guy's & St Thomas' Foundation, our mission is clear - to build the foundations of a healthier society.

As part of our team, you will work alongside talented people from a mix of personal and professional backgrounds. We are a Living Wage employer and support flexible working, part-time roles and job shares. Though our ambitions are serious, this is a friendly place to work with lots of opportunities to meet and socialise with colleagues. We believe there is immense power in diversity and aim to recruit and nurture talent who think and act differently.

There is more information about [working with us](#) on our website, where you can read about:

- how we approach recruitment
- our team, culture and values
- the benefits of working with us
- and our approach to diversity, equity & inclusion, health & wellbeing, and learning & development

The opportunity

Job title:	Senior Technical Engineer
Salary:	£40,000-£45,000
Contract type:	Permanent
Closing date:	10 th May 2024
Interview dates:	TBC
Reporting to:	IT Manager - Operations - Systems
The team:	IT, Operations, Systems.
Key responsibilities:	<p>The Senior Technical Engineer will be the final escalation stage for support, so will have a pragmatic and level headed approach to problem and change management, to work closely with other support staff and the IT Manager to provide a good quality support service for end users.</p> <p>Comfortable completing technical work if needed, as well as having more complex issues escalated to you from junior colleagues in the team, or offering guidance where possible. You'll be able to authorise change requests in place of the IT manager, and escalate to them if necessary.</p> <p>The post-holder, our Support technicians and IT Manager will be responsible for managing the day-to-day requirements of the foundation and it's subsidiaries. Including, set up and management of the IT equipment as required. The role is a permanent hybrid role, 30% of your time will be based in our London, Southwark office.</p> <p>You will support the Senior IT Technician and IT manager to embed the IT procedures, offering training and guidance to employees as required. You will be the final escalation point and provide advanced technical support, as well as taking on system support. You'll work closely with the IT Manager to work on implementing new solutions and take ownership of the technical aspects of project work</p> <p>The Senior Technical Engineer will also take a hand in some supplier relationship building/ management if necessary in order to support the smooth flow of work between systems we utilise here at the Foundation.</p>

Person Specification

What we're looking for

- Experience working as a Senior / 3rd Line Engineer on Microsoft Technologies in a similar scale environment
- Able to work autonomously and exercise good judgement to resolve complex technical changes, issues or contribute towards project decisions.
- Responsible for responding and resolving tasks relating to all levels of IT queries and acting as an escalation route for the IT team for more complex and project related tasks.
- Act as a technical reference point, identify opportunities for improvement, propose new technology or working practices to improve the operation of the Technology team and wider company.
- Work closely with IT manager for the benefit of the tech environment.
- Ensure that reactive and pre-emptive IT support actions are carried out competently, professionally and in a timely manner following the direction of the IT Manager.
- Mentor and guide less experienced IT support team members.
- Excellent communication skills, dealing with both users and stakeholders
- Incident management and ownership and good prioritisation
- Service ownership and taking responsibility for a great level of service.
- Comfortable formulating and delivering user training and guidance.

Technical skills:

- Advanced Microsoft365 support, administrating Azure, Entra, Exchange, Teams, SharePoint and other m365 services and platforms, providing reactive support and proactive service improvement as required.
- As the organisation has a hybrid working policy, you'll be supporting users both in person and virtually, and will need to promote a forward thinking, fluid approach to hybrid working with an eye on information security.
- Manage support lifecycle, to investigate and resolve or escalate tickets as required; Keep detailed notes and time entries to monitor effective prioritisation and resolution
- Maintain and support Intune-managed hardware inventory - windows on surface pro, byod, android and apple devices - and application clients
- Follow the existing procedures and act as a champion of documentation within the support function, amend and create user guides where applicable; Provide inductions for new colleagues and ongoing training
- Promote an inclusive, collaborative, and respectful working environment (lead by example)
- Ensuring effective and secure local area network management, to include routers, switches & Wifi, in conjunction with IT Manager, and providing assistance to the Office team with supporting Print and AV
- Supporting Microsoft Office suite, Windows 11 and web applications; software installation and troubleshooting.
- Experience supporting and configuring Azure servers and architecture, anaging changes in Azure, AAD/Entra and exchange online.
- Experience of supporting and configuring Microsoft365 platform - including Sharepoint, Onedrive, Teams, Bookings, Forms
- Experience configuring Microsoft Intune - understanding configuration profiles, application packaging, compliance management and Autopilot
- Experience in scripting (eg PowerShell)
- Experience in Power BI a bonus
- Experience of working within the ITIL framework or working knowledge of service management concept
- Support hybrid meeting solutions and cloud printing
- Work to support and troubleshoot integrations into our tenant through a variety of systems and platforms

Soft skills:

- Excellent communication skills, dealing with both users and stakeholder
- Incident management and ownership and good prioritisation
- Service ownership and taking responsibility for a great level of service
- Comfortable working within project parameters, contributing towards and formulating technical project docs
- Experience of mentoring colleagues and/or direct reports through professional development
- Comfortable formulating and delivering user training and guidance

How to apply

Thanks for your interest in working with us.

We're working hard to ensure we recruit great people and minimise unconscious bias in our selection process. To support this, our system anonymises applicants and we use a combination of your CV and role specific application questions to assess your suitability for the role.

To find out more about the role, please contact jobs@gsttcharity.org.uk