

IT Support Engineer



At H2O, the IT Team are responsible for facilitating the productivity of all business functions, by ensuring our IT support service and infrastructure delivers resilience, efficiency, and security.

Working alongside and reporting directly to the Head of IT, this role combines technical support/helpdesk responsibilities and broader IT infrastructure and business technology project work, with plenty of opportunity to add value to a fast growing business.

Key responsibilities of this role will include:

- Providing technical/helpdesk support to individuals and teams across the business, taking personal ownership of troubleshooting and finding a resolution for each case; and providing an efficient and friendly service.
- End to end ownership of a variety of IT projects according to the requirements of the business, such as software roll-outs, hardware upgrades etc.
- Carrying out regular reporting, analysis and maintenance/checks in line with commercial or regulatory requirements.
- Partnering with our internal software development team to ensure we have the necessary infrastructure in place to support new applications.
- Procurement of hardware, software and telephony solutions according to the needs of the business.
- Supporting the roll-out and maintenance of IT infrastructure in new office locations (occasional travel required to European locations).
- Proactively identifying opportunities to improve the performance and efficiency of our IT systems, and developing working practices to achieve these.

Interested? If you have some of the below attributes and experience we'd love to hear from you!

- Experience of working in a service desk role. Proven Trading floor experience is highly desirable.
- Experience in deployment, maintenance and administration of Microsoft Office desktop products and server/desktop operating systems.
- Experience in managing Active Directory, group policy, Microsoft Exchange.
- Networking Fundamentals: LAN/WAN, Firewalls, Routers, TCP/IP, DNS, DHCP.
- Knowledge of VMware, SQL databases and Mac OSX is highly desirable.
- High level of proficiency in using Microsoft Office – Word, Excel and Outlook.
- Experience of using anti-virus and anti-spam software.
- Excellent written and spoken English.
- The ability to work as part of a team and on your own initiative.
- Positive & Flexible attitude.
- Good problem solving skills.