

## JOB DESCRIPTION

<b>Job Title:</b>	IT Systems Engineer
<b>Department:</b>	IT
<b>Location:</b>	Theale
<b>Reporting to:</b>	Service Desk Team Lead

### About Clearswift

Clearswift is trusted by organizations globally to protect their critical information, giving them the freedom to securely collaborate and drive business growth. Our unique technology supports a straightforward and 'adaptive' data loss prevention solution, avoiding the risk of business interruption and enabling organizations' to have 100% visibility of their critical information 100% of the time.

Clearswift operates world-wide, having regional headquarters in Europe, Asia Pacific and the United States. Clearswift has a partner network of more than 900 resellers across the globe.

More information is available at [www.clearswift.com](http://www.clearswift.com)

### Clearswift Values

Show *passion* in what we do, drive for *innovation* in everything we do and continuously *collaborate* to make a difference.

### The Role

The Systems Engineer is responsible for the deployment, patching and maintenance of enterprise systems and applications with a focus on core Microsoft technologies. Job responsibilities will also include the maintenance and support of Clearswift dogfood, R&D and customer services environments (locally and in the cloud).

### **Key Responsibilities**

- Actively monitor and support internal and external infrastructure systems (Incident & Problem Management), liaising with colleagues in regional location as necessary
- Ensure the Transition of infrastructure and services is planned (Change Management), follows best practices and adheres to documented change management procedures
- Ensure that IT infrastructure service levels are achieved by constantly reviewing existing procedures and processes, providing recommendations for continuous improvements
- Support Service Delivery Manager in the management of Clearswift products, customer services and R&D environments
- Develop general and detailed documentation describing system specifications and operating instructions.
- Ensure infrastructure, applications and data security/privacy controls are maintained in compliance with corporate and regulatory policies
- Participate as a member of the Service Desk support team resolving client side issues as and when needed
- Develop appropriate project related documentation/business cases. Implement projects in accordance with policy ensuring the identified goals and objectives are delivered on time and within budget
- Procure IT related resources in line with company policy and ensure accurate record of assets is maintained
- Support business continuity processes (backups, replication etc) through continued documenting and testing of infrastructure environment
- Provide appropriate metrics and report information to support the generation of management reports and statistics
- Liaising & maintain appropriate relationships with third party vendors
- Help staff with use of the company systems, providing training where necessary
- Participate in out of hours support coverage

### **Skills Profile**

- Strong analytical and problem-solving skills
- An understanding of security & networking technologies
- Team player
- Excellent communication and interpersonal skills
- Ability to cope and work under pressure
- Innovative, flexible and open approach
- A results oriented individual who thrives working in a fast-paced environment
- Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities

## Technical Profile

### Required Knowledge and Experience

- 3+ years' experience implementing and managing core Microsoft stack (MCSE equivalent certification)
  - o Automation tools and applications
  - o Various scripting technologies
  - o Desktop application deployment
- Microsoft MCSA Certification or above
- 1+ years' experience implementing and managing with Linux operating systems
- 3+ years' experience administering and support virtualization platforms (VMWare AND Hyper-V)
- Experience implementing and managing cloud solutions (IaaS, Azure, AWS)
- Experience managing data centre technologies (SAN's, Switches, VLANs, Routers, Servers, Firewalls)
- Able to demonstrate a solid understanding of ITIL principles (Design, Transition, Operations)
- Knowledge of information security best practices (identity management, intrusion detection/prevention)
- Able to demonstrate a solid understanding of Active Directory, Exchange, SQL Server, Sharepoint, Office 365,
- Experience managing backup and replication processes.
- Experience preparing project documentation and managing projects through to completion.
- Working knowledge of VOIP infrastructure
- Subject matter knowledge of PCs and mobile devices

### Desirable Knowledge and Experience

- Certified networking credential (CCNA or equivalent)
- VMware vMotion knowledge
- Kaspersky Anti-Virus
- Web infrastructure and application support
- Mobile Device Management
- Veeam Backup & Replication