REDROW

SUPPORT TECHNICIAN

VALUING PEOPLE

ABOUT THE ROLE

The Server & Desktop team works closely with the Help Desk and other support teams to deliver an efficient and cost effective IT service to the Redrow group of companies. The responsibilities of the IT Support team include help desk, fault resolution, daily operations, and supply of all IT equipment, installation, security, and infrastructure and research projects. The post holder will be heavily involved with day-to-day support of the Redrow IT infrastructure work, which includes the SAN, VMware and Windows servers. They will also be involved in project based work, perform daily SQL checks as well as monitor and resolve backup issues.

KEY RESPONSIBILITIES

1. SQL Production Environment

- Ensure the live DB environment is accessible and running smoothly

- Work closely with the DBA development team on performance monitoring, system updates and DB refreshes

- Run approved SQL data changes against our live environment.

- Perform daily checks on all DB instances

- Configuration \ Implementation of new backup software

- SQL \ Server patching

- Refresh DB's for the development team.

2. SAN & VMware Infrastructure

- Monitor and manage the SAN volumes and VMware datastores
- Perform routine upgrades to VMware and SAN hosts
- Provision new VMware guests

3. SUPPORT

- Assist with the upkeep of the company's desktop and server infrastructure including the RDS environment.
- Provide general (but limited) assistance to users in using internal systems and 3rd party supplied software packages (but not training).
- AD, DHCP, DNS, SCOM and other Microsoft management tools

4. DOCUMENTATION

- Maintain user, reference, Disaster Recovery and misc. other documentation as required.

5. SECURITY

- Help ensure appropriate internal and external security systems and procedures are in place at all times, including access to data and systems, passwords, firewalls, anti-virus measures etc.
- Report to management breaches in security.
- Ensure the Group IT Security and Health & Safety standards are followed.

6. RESEARH AND DEVELOPMENT

- Produce proposals for and implement agreed projects from time to time.

7. COACHING

- Train \ coach and guide junior members of the team.

THE PERSON

What kind of person are we looking for?

- Self-motivated and driven
- Keen interest in technology and computers
- Team player as well being able to work independently
- Experience in a similar role
- Fully familiar with VMware, MS Windows Server and SQL Server

These are illustrative duties and the job holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.