Infrastructure Tech – Network Admin

£30,000 Full Time Salary

General & Medical are a well-established Insurance Company and are now looking to recruit an IT Network Technician into our IT Department with excellent technical skills and experience in the installation, control and maintenance of a business network, ensuring systems functionality and availability of our services is maintained at all times. You will need to demonstrate a high level of organisation and an ability to get things done, working to provide a consistent and quality service.

MAIN DUTIES AND RESPONSIBILITIES OF THE POST   jobs@generalandmedical.com

- The sourcing, installation and maintenance of the computer hardware and software that make up the IT infrastructure. This includes all the associated printers, scanners, servers and networking equipment.
- The sourcing, installation and maintenance of the company telephone system, call recording devices and software.
- The sourcing, installation and maintenance of any photocopiers, fax machines and any other capital equipment which is used in the day to day activities of the company.

NETWORKING – Resolve any issues to ensure that the network is functioning properly in order that all users are able to perform their tasks effectively and in a timely manner. Ensure that all network cables and links are traceable and tagged. Ensure that routers and firewalls are configured to support current and future requirements.

COMPUTER HARDWARE – Possesses a good understanding of the Computer Hardware to ensure that all the IT related equipment is functioning properly. Raise any suggestions for replacements or upgrades to own Line Manager by putting together a business plan. Keep an up to date inventory of all company hardware.

COMPUTER SOFTWARE – Possesses a good understanding of software licensing to ensure all IT hardware is correctly and legally licensed. Ensure that license details and other software that has an expiry date are renewed and maintained for business continuity.

DOCUMENTING IT WORK – Ensure that all work undertaken in the Department is traceable by ensuring sufficient change details. This includes keeping technical documents up to date, recording passwords and security information securely in designated areas within the infrastructure. All documents are to either be password protected or stored in a password-secured database, and that the passwords are made known to the Directors as well as the Manager being aware.

SOFTWARE – Responsible for ensuring all software required is available, installed appropriately and is effective. Monitor release of upgrades or new software and resolve issues within given deadlines. Keep up-to-date inventories of company software, including key codes/access passwords.

WEBSITES – Responsible for ensuring that the company websites and all related activities are properly maintained and functional.

BACKUP / RESTORING – Ensure that the appropriate levels of back up are established and run in order that the company will not suffer loss of data for any reason. Responsible for ensuring that a

disaster recovery plan is in place and is ready to be put into immediate action. Where system issues do arise, put together a Root Cause Analysis which identifies and documents the root cause of the issue and any subsequent action taken or proposed to ensure there is no repeat occurrence.

SYSTEM SECURITY – Ensure that all the appropriate levels of virus protection are installed and functioning properly to alleviate the risk of virus damage to the systems. Maintain the physical integrity of the Server and critical systems within the business.

EMAILS – Ensure the email system works at all times, including moveable computers, which may be located away from the main office.

TELEPHONE SYSTEM & CALL RECORDING – Responsible for ensuring that the telephone system is up and running each day and is set to the correct modes for day and night operation. Responsible for ensuring that the correct answering message in on the relevant telephone line numbers as appropriate. Responsible for ensuring that the phone call recording system is operating, and that calls are retrievable and traceable when required.

PROVISION OF SUPPORT DURING SILENT HOURS – On occasions you would need to be on call in the event of any IT system related issue that cannot wait until the next working day. In these instances, support to remedy the problem would be sought. Contact during silent hours is rare.

ASSISTING WITH PROJECTS – This may require negotiation with external organisations or the development of policy, process, contracts or other specific business documents that have a wider impact on the management of the Company.

DATABASE MAINTENANCE – Where necessary, maintain an accurate record of events in conjunction with issue management on an IT System.

What You Can Expect From Us

- £30,000 Full Time Salary
- Regular Monday to Friday Hours
- Access to Pension Scheme
- Sick Pay Scheme and Attendance Bonus
- Great Annual Leave Benefit
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Free Worldwide Multi Trip Travel Cover and discounted rate for family members
- Employee Rewards Scheme
- Free tea, coffee and fresh fruit
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Friendly working environment in Peterborough – convenient location close to the A1

Our greatest strength is our people – professional, driven yet grounded and fun to work with. If our culture sounds like a good fit for you and you want to be part of our exciting journey then please send a copy of your CV to jobs@generalandmedical.com