

Network/IT Support Manager

Permanent full-time position

Glasgows, Unit 5, Centurion Court, Farington, Leyland, Lancashire, PR25 3UQ

www.glasgows.co.uk

Glasgows is one of the UK's leading event, digital and video agencies. We are based in Leyland, Lancashire and have a large and varied client portfolio and a well-established track record spanning the last 30 years, specialising in live events.

We're looking for a highly motivated, multi-skilled IT professional, with a minimum of 3 years' experience in a similar role, to join our growing team.

This is a multi-faceted role requiring the successful candidate to take ownership of managing the company's IT network infrastructure including all hardware, software and network configuration from Desktops and mobile devices through to servers, firewalls and cloud-based systems. This is very much a hands-on role, so we are looking for an ideal mix of hands-on technical skills and experience along with strong communications and management skills to develop our IT and network systems as technology and the needs of the business change.

The successful candidate will also work closely with our Technical Production team to ensure all IT equipment for live events is prepared and tested to the highest standard, this will also require on-site setup and delivery of IT networking and systems for live events at various venues around the UK.

This is an interesting and varied position requiring a full range of skills, ideally suited to someone who would like to progress their career from a purely technical role to include management and decision-making responsibilities.

Key Responsibilities include:

- Management, administration, maintenance, and support of the company's IT infrastructure.

- End user technical support for all company hardware, software and systems.
- Manage and maintain Network and user security, ensure compliance with Cyber Essentials Plus Certification.
- Manage and administer all communication systems (telephony and email).
- Develop, manage, and maintain procedures and documentation across the company network infrastructure and all IT assets.
- Procurement of IT hardware and software.
- Research and costing for new developments in line with business requirements, presenting reports and recommendations to SLT team for approval.
- Development, documentation, and testing of IT disaster recovery plan.
- Onsite delivery of projects with IT infrastructure requirements (will require overnight stays).

Essential skills/experience:

- Education to degree level in a relevant subject
- Minimum of 3 years' IT experience within a similar role
- Experience in supporting Windows 10 and MAC OS
- Management and administration of Windows Servers (2016 onwards) including Active Directory and group policies.
- Extensive understanding of networking technologies & TCP/IP
- Methodical, structured and self-motivated person with excellent organisational, prioritisation, and communication skills.
- Wide range of IT experience and skills covering all core disciplines
- Competency across a range of software and hardware platforms
- Team player
- Enthusiasm, energy and a 'Can do' attitude

The package includes salary circa £30K - £35K negotiable depending on experience, 25 days holiday plus Bank Holidays, contributory pension and life insurance schemes, as well as non-contractual profit related bonus.

To apply for this position please send a covering letter detailing why Glasgows should consider you, please include details pertaining to the skills/experience requirements listed, your CV, the names of two referees from your present/previous employment and your current salary details to g@glasgows.co.uk

All applications will be treated with strict confidentiality. References will only be sought with your permission.

Glasgows is an equal opportunities employer and welcomes all applications.