

Title: IT Administrator

Terms: Full time

Location: Victoria, London UK

Hybrid working – Minimum 3 days in office

Some travel required

Summary:

SNP is the world's leading data transformation company, with global headquarters in Germany, offices across EMEA, JAPAC and the Americas, and a significant UKI business with an office in central London. SNP's unique BLUEFIELD™ approach enables companies to rapidly migrate to S/4HANA, retaining their investment in solutions and data while adopting the best of what is new, with no risk to the source system and minimal business interruption. SNP is a 25-year-old company with the culture and energy of a tech start up. It's a great place for you to accelerate your career

The IT Administrator is responsible for:

- Support of internal communication solutions, notebooks, peripherals, and mobile devices.
- User and authorization management at Active Directory.
- Troubleshooting hardware and software including network, computers, operating systems, and user software.
- IT support (remote, by phone or on site) for Microsoft Windows operating systems, software applications as well as telephony and conference systems (Microsoft Teams) based on service level management processes.
- Setting up client workplaces.
- Installation and configuration of Client systems using standardized processes.
- Management of hardware, software, assets, and access as well as the procurement of IT components.
- Development of concepts and documentation for the further development of our IT infrastructure and for the optimization of services.
- Troubleshoot and resolve hardware, connection, printer, and software issues reported to the Service Desk.
- Assists users with computer issues remotely or in-person.
- Supporting our office in Irving Dallas and various remote personal offices throughout the country.
- Troubleshoots and resolves all problems encountered with end user hardware and software.
- Conducts technology training for new users.
- Provides support to the Technology team.
- Conducts briefings and demonstrations for users to enhance system productivity.
- Assists in the development of training coursework and materials.
- Maintains and expands knowledge base in area of expertise.
- Attends courses to develop and keep skills and knowledge current.
- Complies with continuing education requirements.
- Performs routine server monitoring and performance benchmarking.



DATA. TRANSFORMATION. EXPERIENCE.

Other duties assigned:

- Desktop support experience
- Imaging laptops experience
- Understanding of Networking
- Understanding of server infrastructure
- Anti-Virus knowledge
- Ticketing System experience
- Microsoft 365 experience
- Knowledge of Microsoft Active Directory and Windows (client, server) is desirable
- Know-how in the area of virtualization (Hyper-V and VMware) is desirable
- Very good team and communication skills as well as a high level of service and customer focus

Equipment:

Computer, servers, network hardware, computer software programs and peripherals, resource materials and equipment, copier, and other equipment applicable to the position.

Education Required:

Associate degree in Computer Technology or related field with certifications such as MCP, A+, and Network+ are preferred

- Requirement SNP IT:
 - Completed vocational training in the field of IT
 - Completed studies in the field of IT desirable