



3rd Line Support Engineer (Senior IT Infrastructure Engineer)

We are seeking to employ a 3rd Line Support Engineer (Senior IT Infrastructure Engineer) to be based in our London Bridge office.

The Role

Hilson Moran is a leading independent multidisciplinary consultancy for the built environment, providing a full range of engineering services, exciting and innovative design solutions on a full range of projects from our network of offices in the UK.

We are currently seeking a proactive and personable internal IT professional to be responsible for the operational delivery of the following:

This role will manage both the existing IT, communications and business equipment hardware and software and the roll out of new IT and communications technologies as required in accordance with strict operational deadlines within the London office and remote locations. By close liaison with the IT Manager/IT Operations Manager, the Senior IT Engineer will implement the IT, communications and business equipment infrastructure, hardware, and software at all locations to ensure that all elements remain configured to meet the operating needs of the business. The Senior IT Engineer will be the

escalation point for the internal IT support team and help to ensure that the internal and external customers experience a best-in-class support service with minimal disruption to the business.

Detailed understanding of IT and communications hardware and network standards and performance.

Detailed knowledge of IT systems hardware and configuration.

Detailed knowledge, implementation, and upgrade experience of:

- Window 2012 / 2019 Server in a Domain Environments
- Active Directory
- Windows 10 /11
- Microsoft 365
- Microsoft Azure
- SQL Server
- Microsoft Configuration Manager
- ESX Server VM Environments
- Veeam
- Citrix
- Endpoint Protection
- Microsoft Intune
- Multi Factor Authentication
- TCP/IP and other Network Protocols

We'd like to Hear from You If You Have

Essential experience required include:

- 1st, 2nd, 3rd Line BAU Support
- Hardware Support for Dell and HP Laptop, desktop and servers.
- VMWare Infrastructure support
- Windows 10/11 Support
- Citrix System Administration and Infrastructure support
- Network Administration
- Microsoft 365 Administration
- Active Directory and Group Policy Administration

Desirable skills include

- ServiceDesk Plus
- Veeam Backup
- SQL Server
- Microsoft Configuration Manager
- Wi-Fi Administration
- Knowledge and understanding of a consultancy within the built environment would be desirable
- Willingness to learn additional industry specific software management (e.g. Revit)

Interested?

Please forward your CV along with a covering letter outlining your suitability for the role and your salary / package expectations to careers@hilsonmoran.com