



IT Operations Manager

We are seeking to employ an IT Operations Manager 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 management teams and the IT Manager, the IT Operations Manager will ensure continual review of 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 IT Operations Manager will lead and manage a team of dedicated IT support resources to ensure that the internal and external customers experience a best-in-class support service with minimal disruption to the business.

The successful candidate must have :-

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 / 2022 Server in a Domain Environments
- Active Directory
- Windows 10 / 11

- Microsoft 365
- Microsoft SQL Server
- Microsoft Azure
- ESX Server VM Environments
- Veeam
- Citrix
- Endpoint Protection
- Microsoft Intune
- Multi Factor Authentication
- TCP/IP and other Network Protocols

Experience of managing a IT support team.

Development and implementation of Business Continuity Plans

Performance measurement and analysis of results

Development, training and implementation of operating and contingency procedures.

Experience of establishing, configuring, maintaining and upgrading data and comms rooms including support services (power and cooling) for maximum availability.

The role will be London based hybrid working with attendance at local regional offices when required, specifically Farnborough and Manchester on occasion.

We'd like to Hear from You If You Have

Qualifications & Skills

Essential experience required include:

- Experience working in a Multi Company Organization
- VMWare Infrastructure support
- Citrix System Administration and Infrastructure support
- Network Configuration & Administration
- Microsoft Configuration Manager
- Support Team Management and strategic plans (this role is a strategic position within the leadership team)
- Experience of devolving and implementing Disaster recovery / Business Continuity plans

Desirable skills include

- Microsoft 365 Administration
- Active Directory and Group Policy Administration
- Network Topologies Wi-Fi Administration
- Knowledge and understanding of a consultancy within the built environment would be desirable
- Willingness to learn additional industry specific software management.

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