

Job Description: Systems Administration Apprentice

Reporting To: Head of Security & DevOps

About Datactics

Datactics is a leading tech company, based in Belfast, providing data quality and matching software to a growing number of international banks and to Government departments. Our software tools are sophisticated yet easy to use, and this is our key difference to the rest of the market. Our goal is to make it possible for banks and governments to have perfect data, fast, and without the nasty side-effects of chronic Excel addiction!

We identify our niche market as RegTech, the regulatory compliance side of Fintech, technology designed for and applied to the financial sector. Our expert engineering, development and commercial teams have many years of combined industry experience and, in response to customer demand and company growth, we are actively recruiting a **Systems Administration Apprentice** to join us on our adventure.

Working at Datactics

At Datactics we place huge importance on cohesion between all areas of the company so that we can work quickly, efficiently and deliver the best possible experience for our clients and staff. Everyone you work with has grown with the company in the same way, so will be on hand to help! This means that in time you'll be just as able to help others in using our tools and processes. We pride ourselves on being inclusive and diverse, as we believe these are two of the biggest contributors behind our talented team of circa. 50 people. In fact, we have 13 different nationalities and 40% of female team members which has led to being awarded the 'Best Company for Diversity and Inclusion' in 2020.

The Role

This role will suit either someone looking for their first job in tech or a second job to expand their knowledge further. This role will offer excellent career development within an organisation that is busier than ever even during these turbulent times.

The successful applicant will assist the Security & DevOps team in supporting the users, applications and equipment making up the company's hybrid IT infrastructure.

You will gain exposure to our on-prem, cloud (AWS & Azure), networking infrastructure and virtualized server estate.

Resourcefulness is a necessary skill in this role. You should be able to diagnose and resolve problems quickly. You should also have the patience to communicate with a variety of interdisciplinary teams and users.

NB: Due to the nature of Datactics contracts you may be asked to go through government security clearance.

Core responsibilities

You should see this as whereby any experience of the following is advantageous and those that you do not have are the responsibilities and knowledge you would acquire as part of your development within the role itself.

A smooth running and secure IT infrastructure is a priority for Datactics. To that end as a Systems Admin Apprentice you will have the following **primary responsibilities**:

- Support to users via phone, email and remote connections
- Assist with the administration and support of Network Devices, Windows Server, phone systems and Office 365
- User desktop administration – Window/Linux
- Apply software installations and configurations as needed
- Provide Hardware and Software fault finding and resolution
- Assist ad-hoc with internal projects as required
- Troubleshoot and resolve problems encountered with user hardware and software
- Escalate requests to the appropriate party, as needed
- Conduct technology training for new users
- Assist in the development of training materials
- Attend courses to develop and keep skills and knowledge current
- Perform routine server monitoring
- Monitor and remove virus, spyware, and other non-authorized software

You will also be given opportunity to work alongside team members in the following areas:

- DevOps
 - Applying DevOps principles
- Security
 - Help to conduct systems tests for security, performance, and availability

Desirable Skills

As this is a key role previous knowledge in any 3 of the following would be preferable:

- Office 365 and Linux Administration
- Systems support of Windows and Linux operating system
- Windows Server & Desktop
- VMWare ESXi
- Data Protection and Disaster Recovery
- User and Security Admin
- Cloud Technologies

Personal Qualities

- A passion for IT
- Excellent communication skills
- A people's person attitude/approach
- Good problem solving skills/experience

How to Apply

Please email hr@datactics.com including a short description of yourself, as well as your up-to-date CV.

Salary Range: £17,500 - £19,000 per annum

Closing Date: 11.59pm on 16th September 2020