IT Ops Engineer – PC & LAN Specialism

Location – Ewerby, Sleaford, Lincolnshire
c£: £Neg + benefits
Salary negotiable and dependant on proven experience

Mercury EW Ltd is a veteran owned company populated by Ex Her Majesty's Forces defence and training experts. We pride ourselves on delivering first class, operationally focused domain knowledge expertise and services to the Defence Industry, Ministry of Defence, UK and overseas Armed Forces.

Reporting directly to Mercury EW Ltd programme manager and our client, the quality and range of your previous knowledge and experience will be vital to the success of your role. Your role will involve the opportunity to influence, develop, deliver, maintain, and support a Lincolnshire based MOD Organisation transitioning to contractor support from 1 Feb 23.

This role would ideally, suit an experienced IT Ops Engineer from a Civil Service, Royal Navy, Royal Air Force or Army background. Your interpersonal skills must be of the highest order as well as being well organised, totally reliable, self-motivated and be clearly focused on delivering quality services.

Key Tasks

The primary tasks of the role will be to:

To provide CIS IT Operations Engineering PC and LAN specialist expertise to the Company or their customers to support current and future CIS priorities.

Provide IT Ops advice, mentoring and guidance, written and verbal, to an CIS team, technical and programme management. Capture customer practices, processes, and requirements. Identify areas of operational difficulty, patterns, inefficiency and effectiveness in CIS operations.

Skills, Qualifications and Experience Required

- Must have a UK national security clearance of Secret or higher
- The successful candidate **MUST** hold valid SC clearance ready for MOD onboarding on 1 Jul 25.

Practical Understanding: applicants must have 3+ years' experience addressing issues and new installations including:

- Able to investigate and resolve standard workstation (Microsoft software) incidents
- Able to investigate and resolve standard workstation (Microsoft software) incidents
- Able to perform software upgrades on standard workstation
- Able to perform hardware upgrades on standard workstation

- Able to investigate and resolve layer 1 and 2 incidents on CISCO network devices
- Able to implement minor configuration changes to network devices at layer 1 and 2 on CISCO network devices
- Able to perform software and hardware upgrades on CISCO network technologies
- Able to plan and implement major software updates (i.e., operating system upgrades, bulk software installations), under supervision
- Able to plan and implement major hardware upgrades, under supervision
- Able to investigate and resolve non-standard (bespoke & non-Microsoft software) workstation incidents, under supervision
- Able to implement configuration changes to network devices at layer 3 & 4, under supervision
- Able to investigate and resolve layer 3 & 4 incidents on CISCO network devices, under supervision

Theoretical Understanding: applicants must have completed CISCO CCNA certification and all the supplementary training including:

- ECLYPT professional training or equivalent
- Administering Microsoft System Centre Configuration Manager (SCCM) or equivalent
- Implementing & Administering CISCO Solutions (CCNA) or equivalent

Stakeholder/customer Experience

- Able to work Collaboratively with Defence Digital
- Able to communicate with customer/users

To apply, please either write with a full CV, covering letter and current salary details to Mercury EW Ltd, Haverholme Priory Office, Haverholme Park, Ewerby, Sleaford, Lincolnshire, NG34 9PF or send your CV, covering letter and current salary details via email to info@mercuryew.com.

Closing date: 3 Apr 25