

## ***IT Ops Engineer – Windows 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 Windows 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 DV clearance ready for MOD onboarding on 3 Apr 23.

**Practical Understanding:** applicants must have 1+ years' experience addressing issues and new installations including:

- Able to create and configure virtual environments and manage resource allocation
- Able to investigate and resolve virtual environment incidents
- Able to install, configure and administer Microsoft Windows Server operation systems
- Able to administer remote desktop services

- Able to investigate and resolve Windows Server operating system incidents
- Able to administer Microsoft Window Exchange Server
- Able to investigate and resolve Windows Exchange Server incidents
- Able to configure and administer Veritas Backup Exec
- Able to perform back-up and restore tasks
- Able to investigate and resolve back up incidents
- Able to install, configure and administer McAfee security applications
- Able to investigate and resolve McAfee security application incidents
- Able to perform application upgrades/patches in Windows environment
- Able to apply data storage allocation in the Windows environment

**Theoretical Understanding:** applicants must have completed fundamental core training including:

- Windows Server 2016 or equivalent
- Administering Windows Exchange Server 2016/2019 or equivalent
- Veritas Backup Exec or equivalent
- McAfee ePolicy Orchestrator & Endpoint Security 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](mailto:info@mercuryew.com).

Closing date: 24 Mar 23