

IT ADMINISTRATOR

This is a new and exciting opportunity to join our team to support the continued growth of an established family-owned business in Leeds. Wilson Power Solutions is a leading manufacturer and supplier of electrical power distribution equipment and pioneers of ultimate low loss amorphous transformer technology. Our flagship product saves money, saves energy, cuts carbon and offers an innovative solution to the worldwide challenge of reducing energy wastage.

What's the job:

As an IT Administrator you will oversee our IT department's operations in the UK in liaison with the wider team based overseas. This role is critical in aligning our IT strategy with business objectives, managing the department's budget, and ensuring our technological resources effectively support the company's needs.

Key Responsibilities:

- **Department Oversight:** Manage day-to-day operations of the IT department, ensuring alignment of IT strategies with overall business goals.
- **Support Management:** Provide first-line support to employees by resolving hardware and software issues. Manage support tickets and ensure timely resolution of problems, escalating, as necessary.
- **Onboarding/Offboarding:** Collaborate with our IT supplier and HR to assist in the onboarding of new users and offboarding of departing employees.
- **Documentation Contribution:** Contribute to IT support documentation to improve processes and enhance user experience.
- **Azure Tenant Management:** Assist in the management of our Azure tenant to optimize cloud resource usage.
- **System Security Implementation:** Work with our IT suppliers to implement robust system security measures and protocols.
- **BYOD & Telephony Management:** Oversee the management of Bring Your Own Device (BYOD) policies and telephony systems, telephones, including supplier management.
- **Collaboration with Cybersecurity:** Work closely with the Cybersecurity Specialist to ensure network security and integrity.
- **Staff Education:** Educate staff on security protocols to promote a secure working environment.
- **Network and Systems Collaboration:** Collaborate with the Network Administrator and Systems Administrator to enhance the security of network and systems.
- **First-Line Incident Management:** Partner with our IT partners to address first-line incidents efficiently.

Skills, Knowledge & Experience:

- Proven experience in IT operations management.
- Strong understanding of IT support processes and technologies.
- Familiarity with Azure management and system security protocols.
- Excellent problem-solving and communication skills.
- Ability to work collaboratively with non-geographical cross-functional teams.
- Basic certification in Azure (AZ-900) – Foundation. (desirable)
- ITIL Certified (Desirable)



Salary and benefits:

- Salary negotiable dependant on experience
- 37.5 hours per week, office based
- 25 days holiday per year plus bank holidays
- Company Profit Share Scheme
- Healthcare scheme and Employee Assistance Programme
- EV salary sacrifice scheme
- Pension
- Parking on site

Please email your CV to hr@wilsonpowersolutions.co.uk detailing your current salary by **28th October 2024**. All applicants must be able to **demonstrate their right to work in the UK**.
No Agencies.