



Job description form

Position Profile

General information	
Job Title	Infrastructure & Software Support Engineer
Company	Gill Group <p>We are a dedicated team defined by our drive for customer focus, taking the time to understand market requirements and deliver on them, whether that's developing and manufacturing innovative products or supporting our customers and distributors across the world. Gill has a long history of thinking creatively and utilizing technology to develop innovative products that solve demanding market challenges. Quality and consistency are paramount in that process, built in at all stages from product design, manufacturing and through to customer support. Our products are inherently robust, requiring minimum maintenance and can be found across the world in some of the most arduous environments. The combination of our business processes and our people is integral to achieving the high quality that Gill is known for.</p>
Department	Information Technology
Position summary	
<p>Our forward-thinking manufacturing business is looking to appoint an experienced Infrastructure & Software Support Engineer with a broad skillset to assist the Head of IT in the day-to-day support, maintenance, and upgrade of the IT infrastructure. This new position has arisen as we start transforming and upgrading our current IT systems and environment, aligning to the future requirements of the growing business.</p> <p>This exciting opportunity will suit a motivated individual who can bring in their skills and knowledge of building and supporting such technologies as VMware server environments, Microsoft servers, domains and active directory, Windows OS lifecycle upgrades, TCP/IP Networking including switches, routing, Wi-Fi, firewalls, and VPNs, and Veeam based backup, replication and disaster recovery. All this with an emphasis on reliability, security, and scalability. You will also provide installation, upgrade, and support assistance for software applications both local and SaaS in use across the business and any other services required to align with the company's future objectives as we grow.</p> <p>This role will be varied and will be working alongside the Head of IT, but also requires the candidate be self-motivated, dynamic in a busy manufacturing environment, have the ability to stay calm under pressure, to troubleshoot and quickly resolve any IT infrastructure issues, to show attention to detail whilst working and to be able to take ownership, plan and carry out their own short or long-term projects.</p> <p>The role will support the entire Gill Group consisting of four companies operating out of three sites in Lymington, Hampshire and all within 1 mile of each other. Travel between all company sites for support is required. The IT Team consists of 2 staff and most, if not, all IT requirements are serviced in-house so there are always new challenges and skills to learn.</p> <p>The role is Monday-Friday 08:00 to 16:00 and on-site to ensure a high level of support for manufacturing with occasional remote work as and when required.</p> <p>Occasional out-of-hours work will be required to support upgrades or projects and to ensure we maintain production and services availability during core working hours. All staff in the IT department assist in covering any urgent day to day IT support requirements whatever the nature to ensure the efficient running of the business.</p>	

Specific Responsibilities

To assist the Head of Information Technology in the installing, managing, monitoring, and upgrading of:

- VMware ESXi server and vCSA infrastructure.
- Server/Backup hardware provisioning.
- Microsoft Server 2012 R2+ and services (inc 365/Entra)
- Active directory domains, security groups, permissions, and group policies.
- Network infrastructure, including TCP/IP LAN, switches, routers, firewalls, and Wi-Fi AP's.
- Veeam Backups and Replication (including testing of backups and DR plan)
- Company applications, software updates and new software projects as required.
- Windows laptop/desktop OS upgrades, feature updates, patches etc.
- Monitoring infrastructure health and performance for security and to prevent performance bottlenecks.
- Maintain accurate IT documentation (including assets, licensing, and procedures)
- Ensure compliance with Cyber Essentials as certified.

Candidate requirements

The applicant will require recent experience of:

- Building and administering VMware ESXi and vCSA environments.
- Server hardware builds, testing, and provision.
- Administering Microsoft Windows Server environments including new server setup, upgrades, and services.
- Administering Microsoft domain environments, Active Directory, GPO's, DNS, WSUS, 365/Entra.
- Backup and Recovery support inc NAS/iSCSI, disaster recovery planning
- TCP/IP Networking knowledge inc subnet routing, switches, VPN, Wi-Fi etc.
- Server hardware support and knowledge inc troubleshooting, RAID disks, performance tailoring etc.
- Software application installations/upgrades and project support.
- Windows Desktop/Office 365/Teams environment knowledge and support.

Additional advantageous experience

- IT Project ownership.
- Microsoft SQL/PostgreSQL databases.
- Linux systems support.
- Telephony systems inc SIP / VoIP.
- Python/VB.net coding.
- Security clearance

Person specification

- 3+ years' demonstrable experience in a similar role. (Ideally in a similar environment)
- Must be organized, self-motivated and can show initiative.
- Must be able to work in a team, but also take the lead as required.
- Ability to manage multiple projects and adapt to changing timescales.
- Ability to prioritize own workload and adapt in a fast-paced dynamic manufacturing environment.
- Ability to keep clear and accurate documentation including project progress reporting.
- Good communications skills at all levels within an organization.

Certified skills are advantageous, but more important is demonstrating you have the practical knowledge, skills and experience required for the role, and a willingness to learn and adapt as we push the companies infrastructure forward.

Reporting structure

Infrastructure & Software Support Engineer - Head of Information Technology

A position profile does not imply that the duties stated are the only ones to be performed by the incumbent. Employees will be required to follow any other reasonable job-related instruction as requested by their manager or a company director.