



System Operations Engineer

Permanent

Location: UK, Bury St Edmunds

Salary: D.O.E.

The mission...

We are seeking a passionate engineer who has the ability to take ownership and pride in the services we provide our clients. The successful candidate will nurture our internal systems and services, working to ensure we meet compliance and deliverable standards across a range of technologies, striving for continuous improvement and efficiencies.

What you'll do...

You will work within a team of forward-thinking Security and System engineers, supporting and inspiring each other to exceed targets as well as deliver exceptional levels of service. You will be expected to keep up to date with technologies and happenings, continually improving solution we provide and developing your technical ability. Producing documentation to a high standard; personally, managing your time and calendar to meet goals and deadlines.

Day-to-day duties typically include:

- Deploy and maintain monitoring alerts to support the responsibilities of the SysOps Team
- Ensure alerts are correctly configured to monitor services / tasks and alerts are directed to the correct team for action / information
- Action service alerts received by the team in order to prevent outage or swiftly resolve service issues
- Create scripted deployments of software, installations and tasks to automate current processes
- Appropriately inform stakeholders and management of issues relating to service outages, alongside improvement recommendations
- Designing, testing, implementing and documenting new processes
- Tertiary technical support for the 3rd line support team to assist with escalations and projects, approximately 20% of overall time allocation



What you'll bring...

- Well-developed interpersonal skills
- Strong organisational skills and attention to detail
- A task orientation with the ability to see things through to a successful conclusion
- A solution focus with a 'can do' attitude
- Great communication skills, both written and verbal
- Curiosity – You'll have an enquiring and inquisitive mind
- Ambition – You'll want to develop and enhance your career

Qualities and skills required

- Advanced level of infrastructure technical knowledge, including server, networking and security (e.g. Hyper-V, Veeam, Microsoft 365, Sophos, Linux)
- Knowledge of core networking services – TCP/IP, DNS, DHCP, RDP
- Experience of Active Directory and server administration including GPO, login scripts and roles
- Understanding of hardware setup and configuration (e.g. clustering)
- Prior experience of creating scripts for automation
- Ability to work under pressure
- Have a flair for problem solving to determine root cause analysis

What it's like to work at Green Duck...

We love two things; Innovation and People. We work our socks off to create and deliver first-class technology and training solutions to businesses throughout the UK and Europe.

We'll provide you with a challenging and energetic environment, working with like-minded, awesome people. No day will be the same and we'll promise to support and nurture you throughout your journey with us.

On top of that, you can expect all sorts of perks including a company-contributed pension, childcare vouchers and regular social events.

If this sounds like your cup of tea, [send us your CV and we'll get back to you as soon as possible.](#)

