

IT Projects Engineer

Job Title: IT Projects Engineer

Reports To: Operations Manager

Salary: £32,000 - £37,000 per annum depending on experience

Role Profile

The IT Projects Engineer delivers expert IT infrastructure, cloud solutions and IT support to clients, ensuring successful implementation of projects and maintaining high technical standards. The role focuses on project delivery, technical consultancy, system configuration, 3rd line IT support and supporting the company's internal improvement initiatives. The position does not include team-management duties at this time. The role is split approximately 50/50 between project delivery (such as server migrations and network installations) and 3rd line support, acting as the escalation point for complex client issues. Day-to-day management, including scheduling and ticket/project prioritisation, is provided by the Office Manager. Technical direction is provided by the Operations Manager, who is also the escalation point for technical issues.

Key Responsibilities

Project Delivery & Technical Implementation

- Plan, deploy and configure IT infrastructure, cloud services, networking, M365, Azure IAAS environments, and software solutions.
- Deliver server migration projects, such as on-premises servers to Azure IaaS, Windows Server upgrades and file server migrations to SharePoint/OneDrive.
- Design, install and configure client networks, including switching, VLANs, firewalls, VPNs and Wi-Fi.
- Lead or support large-scale installations, migrations, and client onboarding activities, ensuring smooth execution and adherence to timelines.
- Document project processes, lessons learned, and recommended improvements following each onboarding or implementation.
- Occasional out-of-hours work may be required for migrations and cutovers, to minimise disruption to clients.

3rd Line Support & Technical Consultancy

- Act as the 3rd line escalation point for complex issues across servers, networks, Microsoft 365 and Azure, taking ownership through to resolution and root cause, and escalating to the Operations Manager where required.
- Share knowledge with and mentor 1st and 2nd line colleagues, including contributing to knowledge base articles.
- Provide expert technical guidance to clients on infrastructure, cloud technologies, and best-practice solutions.
- Collaborate with the Operations Manager and Managing Director to propose technology improvements and present insights from Technology Business Reviews.
- Assist with scoping and drafting quotations for hardware, software, and project services for approval.

Cybersecurity & Infrastructure

- Work closely with the Cyber Security Specialist to maintain awareness of the cybersecurity landscape and contribute to enhancements of internal and client security practices.
- Apply advanced diagnostics and problem-resolution skills to support complex or escalated technical challenges within projects.
- Deliver all projects in accordance with robust cybersecurity standards and best practices.
- Implement and maintain endpoint management (such as Microsoft Intune), backup and disaster recovery solutions for clients.

Process, Automation & Documentation

- Ensure accurate creation and maintenance of documentation for project-related processes, including:
 - Hosting / M365 tenant onboarding and offboarding
 - Staff onboarding and offboarding
 - Device builds, migrations, and decommissioning
- Support bespoke development, integrations, and technical improvement tasks where required.

Business Development Support

- Contribute to company growth by participating in occasional sales and marketing initiatives relating to project services.
- Engage with the company's online presence (e.g., LinkedIn) by interacting with content and supporting brand visibility.
- Represent the company professionally at occasional networking or industry events.

Culture & Values

- Understand and uphold our Mission Statement and company values in all professional activities.

Please note this job description is indicative of the types of work to be undertaken. It is not an exhaustive list and may change over time.