

Progressive Energy

Progressive Energy is a developer of low carbon energy projects. We exist to find, and implement, innovative solutions to deliver major carbon abatement, and make a difference to the planet (www.progressive-energy.com).

The company is growing rapidly and is approaching 40 members of staff across two offices and multiple home-working environments. We undertake a range of projects from innovation through to project delivery, typically in collaboration or joint ventures, and have a company group structure as new projects are developed and sub entities developed.

Our head office is in Stonehouse, Gloucestershire, with a second office in the North West where our leading project, HyNet is being delivered (www.hynet.co.uk).

IT Support Specialist

We are looking for someone to fill an IT manager/support role; capable of providing endpoint user support, developing the IT procedures for a small business, and managing and improving our existing IT systems and business processes. This role will be based out of our Stonehouse office.

The role is to work with teams across the company to understand the specific IT needs of individuals and teams and to ensure the smooth operation of IT within the business. As a rapidly growing company we are looking for someone who can maintain and support users on the current IT system, as well as identify areas for improvement and establish new procedures to streamline IT processes as we bring new users onboard. This role provides the opportunity to manage and deploy a full-range of IT activities across a growing SME.

We currently operate with Google as our email and cloud file storage provider, but we also use Microsoft Office programs and Office 365 for Teams and SharePoint as we require high levels of integration with external companies for our project work. The ideal candidate would: have a broad knowledge of business app service providers e.g. Google and Microsoft (domain, storage, SAML, file sharing, user management, workflow programming etc.); have an understanding of business IT compliance requirements and be willing to review and develop IT policies e.g. for cyber security; be able to assess, debug, and fix endpoint hardware issues; and be capable of managing the systems for an increasing number of users (preferably using tools such as SQL to enhance system capability).

We will consider a broad range of qualified candidates, and the specific role can be flexed to a degree to accommodate the strengths of the right candidate. For example, this could include supporting a recently qualified individual who is confident in troubleshooting day-to-day IT issues and looking to develop their system management expertise, or alternatively someone more senior looking to step away from a larger company so that they can experience a role with broader scope within a smaller enterprise.

Responsibilities

- Hardware
 - Select and procure new hardware: IT devices, peripherals, printers, etc.
 - Set up new devices
 - Assess, debug and fix device issues
 - WiFi/Office LAN hardware management
 - Endpoint user support
- Software
 - Procure and install new software
 - Manage software licences
 - Select suitable software versions and keep up with updates
 - Endpoint user support
- Management
 - Manage user access to Google Drive and Sharepoint
 - Act as domain manager (website and email)
 - Manage antivirus rules and exceptions
 - Manage Account/SSO access
 - Set up shared mailbox/groups
 - Update IT policies in line with external standards
 - Act as contact for external IT enquiries
 - Manage storage backup and file recovery
 - Manage overall system security
 - Advise on improvements to IT hardware and software infrastructure
 - Work flexibly with other teams on business process improvements

Requirements

Candidates must be proficient in:

- Office 365, Microsoft programs, and Windows
- VBA

Candidates would preferably be proficient in:

- SQL
- Google Workspace

To apply, please send your CV and covering letter to:

jobs@progressive-energy.com