



## Job Description

**Job Reference : MNGINFRA001**

<b>Job Title:</b>	IT Technical Support Officer
<b>Place of Work:</b>	Birmingham, UK (Remote working during the pandemic)
<b>Working Hours:</b> (including FT/PT requirements)	Part time or full time option is available for the right candidate. (core hours with flexitime, plus a generous holiday and benefits package)  Applicants will be required to provide evidence of existing eligibility for the right to work in the UK at point of interview
<b>Salary Range:</b>	£20,000 - £30,000
<b>Reports to:</b>	Head of Bioinformatics
<b>Supervises:</b>	None currently but as an SME there is a clear opportunity to grow the IT support functions within the business and this may result in future management responsibilities.

## **Job Summary**

*MicrobesNG is a genome sequencing facility dedicated to providing microbial sequence data (including important pathogens such as SARS-CoV-2) to our expanding global customer base. We currently sequence over 10,000 genomes each year from a wide variety of medical, agricultural and environmental microbes including bacteria, fungi and viruses.*

*This is an exciting time to join MicrobesNG, a start-up company, with a close knit group of employees that are working towards providing new services and analyses. A key component of the development of new products is robust infrastructure.*

*We are looking for an individual to support and develop the company's IT infrastructure needs. Currently we employ numerous technologies in our business including Amazon Web Services, Python/Django/SQL backed websites and business infrastructure such as Google Suite, FrontApp and Xero. This would be a varied role requiring someone that can manage multiple tasks, prioritise their duties and work autonomously. Our ideal candidate is happy to help resolve general IT related issues and also thrives in uncharted territory. For example, the ideal candidate will be integral in driving and implementing the setup of new infrastructure for the company. There will be a chance for rapid career progression and further duties for a quick learner, including an opportunity to learn about the field of biological data informatics.*

*With the current Covid-19 restrictions this post would predominantly entail remote working. Once the restrictions have been lifted there will still be scope to work remotely but the ideal candidate would be expected to attend the office in Birmingham on a regular basis.*

## Main Duties and Responsibilities

- **General day-to-day duties**
  - Provide IT support for staff with diverse levels of IT knowledge and competence, who are working remotely at home and in the office
  - Troubleshooting and fixing faults, covering anything from mislaid credentials to a major system crash.
  - Monitoring and maintaining computer systems and networks including cloud infrastructure
  - Support the compute side of the starter/leaver process (e.g setting up accounts, permissions and passwords, installing software, setting up new computers)
- **Ongoing projects**
  - Data and process migration between legacy and new systems
  - Help to make decisions on new infrastructure and devise plans to setup new infrastructure (e.g. intranet, VPN, CRM)
  - Installing, supporting and maintaining infrastructure
  - Setup and maintain backups and new hardware and virtual servers
  - Installing and configuring computer hardware, software, systems, networks, printers and scanners
  - Small changes and edits to customer facing websites and email templates
  - Document company wide processes and standard operating procedures
  - Assistance with email mailouts
- **Other duties**
  - Actively engage in the Personal Development Process and undertake all required training as identified by your line manager
  - Any other duties and responsibilities as reasonably outlined by your line manager from time to time
  - Follow the H+S rules of the company for yourself and others. Reporting any breaches in H+S to the person responsible for H+S within the company

## Knowledge, Skills, Qualifications and Experience Required

- **Experience**
  - Essential
    - Administration of common IT processes (user account management, network shares, backup and restore)
    - Troubleshooting connectivity issues (e.g. LAN, WLAN, WAN, DHCP, DNS, network printing) and familiarity with common components (including switches, access points, routers, firewalls, etc)
    - General database migration (e.g. creation of CSV files) and maintenance
    - Good working knowledge of Microsoft Windows and Linux OS
    - Good working knowledge of one or more common cloud or virtualisation platforms (AWS, GCloud, Virtualbox, etc)
    - Proven ability to deal competently and confidently with IT issues as they arise
    - Proven ability to read and interpret technical documentation and procedures
    - Experience supporting and maintaining web servers (e.g. Gunicorn, NGINX etc.)
    - Understanding of basic security fundamentals (strong passwords, 2FA, encryption)
  - Desired
    - Experience with Amazon Web Services
    - Ability to make changes to web code (HTML, CSS, JavaScript)
    - Understanding of deploying database-backed websites
- **Personal skills and qualities**
  - The ability to work both alone and in a team
  - Must be able to demonstrate a methodological and logical approach to problem solving
  - Proven ability to troubleshoot and apply diagnostic skills to resolve issues
  - Evidence of being a self starter and the ability to learn novel technologies in post independently
  - Ability to remain calm under pressure
  - Strong written and verbal communication skills with the demonstrable ability to explain technical information in simple terms and take the lead in IT related activities such as managing training sessions
  - Multi-tasker that can prioritise workloads and see projects to completion
  - An interest in science and learning science
  - Flexible team player
  - Willingness to get involved in various projects as they arise and support all members of the team in delivering MNG company objectives