Kinetic

IT Manager (internal systems)

Office Location: Milton Keynes, UK

Work Location: Office/Hybrid

Reporting to: Chief Transformation Officer

Employment Type: Full time

We are open to flexible working

Compensation: £25k to £40k plus bonus

Application process

Contact David Wilkes, Chief Transformation Officer

david.wilkes@kineticsoftware.com

About Kinetic

We are the UK's leading supplier of event management and student accommodation software to the higher education sector. Our team of 75 people work out of our Milton Keynes (HQ) and Ludlow offices in the UK and from our US office, generating annual revenues of around £10m; we're growing at around 15% per annum. We're owned by Constellation Software Inc., one of the largest software groups in the world, providing fantastic opportunities for benchmarking, sharing best practice and learning.

Kinetic proudly supports 84% of UK and Irish universities, 60 universities in North America, as well as unique venues such as Lords Cricket Ground and the Merlin Group with our deep and powerful software offering. The culture at Kinetic is one of passion, drive and fun where everyone pulls together to deliver an outstanding customer experience, growth and profit.

We support personal development and build on individual strengths, providing options for career progression across our business.

Kinetic is working towards an exciting but achievable goal of growing our revenues to £25M by 2025 through innovation and the reimagining of our product set. This will not only cement our dominance as market leader in the UK but also expand our presence in international markets.

Summary

Our internal IT Manager manages our IT infrastructure and supports our 70-80 staff with any day-to-day issues they may have. They come to you with a variety of issues which could be around desktop, mobile, server, networks, phones, infrastructure and more. So you will have variety in your day to day role.

You will be the sole IT Administrator in this role, but that doesn't mean you don't have support of your own to turn too. Kinetic is a technology-based company with a cloud ops team working with Azure and AWS to support customers, and a professional services team that provides technical help to customers.

We're part of a bigger group of software companies, each with their own IT staff using the similar systems and software as Kinetic. This means you have a wealth of experience and knowledge that you can tap into to help better develop your own experience in areas like device management systems, servers/networks, cyber security and more.

Responsibilities

- Provision and maintain SQL Server and IIS infrastructure for our Development, QA and Support and Sales teams using on premise and Azure hosted infrastructure
- Build and maintain laptops, PCs and servers, supporting end users
- Maintain the firewall (Watchguard) for both offices
- Maintain the on-premise Domain Controller for both offices, including IP and DNS changes, Take backups, manage password resets
- Manage our vulnerability protection systems including Crowdstrike, Rapid 7 and Netsparker
  - Respond to reported vulnerabilities
  - Roll out Rapid 7 (WIP) to all Windows, Linux and Mac devices
  - Solve any critical issues reported by Netsparker
  - Monthly coverage and health checks
- Maintain our WiFi cluster
  - Radius authentication and domain verification at both locations
  - Guest network (separate DMZ) at both locations
- Maintain our wired network
  - PCs and Phones
  - Switches, hubs and patch panels
- Maintain CISCO Umbrella for DNS verification checking (including for hosting)
- Maintain and manage Windows updates
  - Using WSUS Server
  - Plan migration to InTune
- Manage document store on SAN including backups
  - Kinetic apps, Development, QA and support resources
- Maintain Information Security
  - Document and follow IT processes, building staff awareness
  - Complete internal audits for Information Security

- Contribute to our annual audits for ISO27001, Cyber Essentials and PCI-DSS
- Contribute to risk assessments
- Assist with incident response
- Contribute to our Information Security Management Forum and mont
- Monitor software licencing and user management
  - O365 for office applications, liaising with group company
  - Adobe, JIRA and other core applications
- Manage phone system server (PBX with Windows Server for logging)
  - Communicate changes with supplier
  - Provision mobile phones
- Maintain asset register
  - Plan equipment lifecycle and replacement
  - Purchase of new equipment
  - Ensure equipment is adequately monitored and maintained
- Maintain relationships with external IT suppliers

Essential Skills

- Strong infrastructure experience of delivering server/ network projects across an organisation
- Knowledge of IT infrastructure and Software to include;

  - AD
  - Windows OS, Linux
  - DNS & Firewall management
  - Network management
  - Server management
  - SQL Server
  - IIS
  - Office 365

Driving licence

Driving licence required

Personal skills

- Communication
  - o Interpersonal communication
  - o Verbal/Non-verbal communication
  - o Written communication
- Customer Service
  - o Problem-solving
  - o Reliability
- Interpersonal Skills
  - o Flexibility

- o Patience
- Management Skills
  - o Project planning
- Problem-Solving
  - o Research
- Time Management
  - o Focus
  - o Organisation
  - o Prioritisation

Benefits

- Bonus scheme
- 25 days holiday annually and public holidays in addition
- Company contribution to pension
- Excellent training and support with natural potential to develop further
- A company portal of staff benefits, which is customisable by you including private health care, life assurance, personal development, cinema tickets, wide range of discounts at retailers and much more!

Kinetic provides excellent working environments at its offices, including kitchens with free tea, coffee and refreshments. Our social committee organises activities and events.

Other information

You will need to provide

- proof that you have the right to work in the UK
- a reference
- a DBS check