IT Support Administrator

Overview

Guidepoint's Information Technology (IT) team provides the structure for all departments within the company and all offices across the globe to operate smoothly. As Guidepoint continues to grow, IT constantly manages and updates workflows to continue to provide functionality and facilitate the flow of information.

The role supports the IT Infrastructure and operations (Guidepoint – EU) and provides technical support to office staff and remote users.

What You'll Do:

As IT support administrator at Guidepoint you will be the key contact for supporting the IT Infrastructure and operations (Guidepoint – EU) and giving technical support to office staff and remote users with their networks and systems. Additionally:

- Work with Windows/Citrix environments
- Play an active role in scoping and planning out the IT roadmap
- Monitor and respond to support requests and alerts
- Providing desktop support to a mixed technical and non-technical staff (remotely as required)
- Desktop Application support
- Support security policies on the network
- Support telephone systems
- User setups and administration
- Maintain a knowledge base, documentation and administration procedures.
- Research on new technology.

What You Have:

- Bachelor´s degree or comparable qualification in relevant field and 1-2 years of experience
- Professional working proficiency in German and English is a must
- Experience in:
    - OS: Windows 8,10, Windows Servers
    - Networking: LAN (Netgear), WAN, TCP/IP, DHCP, DNS, Active Directory, Network shares, etc.
    - Security: Data & Network security
        - Knowledgeable in Spy/Malware/Virus vulnerabilities (Specialized in Kaspersky Anti-Virus, SonicWall firewall, etc.)
        - Network traffic security (file/folder, content filtering, etc.)
    - Telecommunication: Data and voice circuits; Avaya IP Office
    - Messaging: Microsoft Outlook, POP3/IMAP/SMTP protocols; Blackberry/Mobile
    - Spam filtering
    - Hardware: Dell Servers, Raid Arrays, Desktops, Network equipment APC UPS, Printers, Copy/Fax machines
    - Applications: Various Desktop applications such as MS-Office, Firefox, etc.
- Knowledge in Linux, Mac, SQL, Exchange is a plus
- Flexibility
- Willingness to travel across UK and Germany

What We Have:

- Competitive compensation
- Casual work environment and compelling people
- Fruit, cereal, snacks, coffee and other beverages, as well Friday happy hour
- Year-round team sports
- Summer and winter team events

About Guidepoint

Guidepoint, a leading expert network firm, connects clients with vetted subject matter experts—Advisors—from their global professional network. Guidepoint clients leverage the insights and perspectives shared by Advisors to stay informed and make better business decisions. Its slate of services, including phone consultations, surveys, events and proprietary data insights products, help professionals to gain comprehensive understanding of a topic before making strategic or investment decisions. Guidepoint's multinational client list includes 9 of the top 10 consulting firms and some of the largest hedge funds, private equity firms and Fortune-ranked public companies. For more information, visit www.guidepoint.com