



Record UK vacancy

Job title	IT Infrastructure Specialist
Company Info	<p>record UK is the UK subsidiary of Agta-Record, which is a business within the Assa Abloy Group, a worldwide market leader in door opening solutions.</p> <p>At Record UK, we design, manufacture, supply, install and service automatic pedestrian doors throughout the UK. We are proud to be the UK market leader and we strive to be the very best in our industry. Our head office is located just outside Glasgow and from here we support a wide variety of customers including many blue chip end-users, main contractors, developers and specialist door companies.</p> <p>We have ambition to grow substantially from our current position and to help drive this growth, we are recruiting for the role of IT Infrastructure Specialist to join the Benelux & UK team.</p>
Position Details	<p>Division/department: ESD, IT Department, IT Operations</p> <p>Reporting to (title): Team Lead IT Operations Benelux and UK</p> <p>Location: Hamilton International Park Blantyre, United Kingdom</p>
Job description	<p>As an IT Infrastructure Specialist you are the center of the infrastructure regarding Workplace Management and IT solutions.</p> <p>An important part of the work is communicating with the users, anticipating problems that users experience and solving these problems as quickly as possible. As an IT Infrastructure Specialist at the Hamilton International Park location, you are responsible for keeping the infrastructure operational through the Service Now ticket system, so that users can work efficiently with the systems.</p> <p>If IT problems arise, we expect you to take responsibility and solve the problem together with your IT colleague. This requires a high degree of independence and a good all-round understanding of the IT environment.</p> <p>In addition to managing the infrastructure itself, documentation must also be kept up-to-date. You pay attention to new releases or updates and ensure that implementations run as smoothly as possible. The tasks consist of developing, improving, testing, maintenance and communication around the infrastructure.</p> <p>Based in our IT department in Hamilton International Park, you will work alongside your other IT colleague as part of a small team of 2. In your position you report to the Team Lead IT Operations Benelux & UK, who is situated in the Netherlands. You are part of the Benelux & UK team that currently consists of 15 people. Assa Abloy is a fast growing international</p>



	<p>company with 55K employees worldwide. You will work at the Assa Abloy Entrance Systems (AAES) division. Some decisions and possible solutions will not be implemented independently but in consultation with the holding company. In the field of IT, many developments are ongoing within AAES and you can contribute to its growth and success.</p> <p>Role Summary</p> <p>Be part of the ESD Regional IT Operations Team and 1st/2nd line support. Reports to the Team Lead IT Operations Benelux and UK</p> <p>Key responsibilities</p> <ul style="list-style-type: none"> • Companies to support in the region <ul style="list-style-type: none"> ○ ESD offices in UK and remote support for other sites in region Benelux and UK ○ Backup for other ESD subsidiaries in Europe • Operation and monitoring of IT-solutions <ul style="list-style-type: none"> ○ IT support to end-users (working from office) and engineers (working from field) ○ System administration ○ Manage local Backup solutions ○ Make redundant setup for IT solutions whenever possible ○ Implement and test adjustments and extensions of existing solutions ○ Daily monitoring of systems and system integration ○ Analyse and solve reported errors ○ Documentation of monitoring procedures ○ Manage contacts with suppliers of local IT systems • Development of usage of IT solutions <ul style="list-style-type: none"> ○ Running and manage smaller local projects related to IT infrastructure ○ Be part of regular meetings with IT colleagues in EU ○ Documentation of procedures, solutions and local infrastructure ○ Take initiatives and implement optimizations of business processes • Team member <ul style="list-style-type: none"> ○ Be a team member of IT Operations Benelux and UK ○ Work as backup for AAES Service Desk in other regions ○ Cooperate with Application Operation and Information Solutions • First /Second line level support <ul style="list-style-type: none"> ○ Resolve first/second line support based on tickets in Service Desk system
Responsibilities and authorities	<ul style="list-style-type: none"> • Being self-driven, take necessary actions on upcoming request / tasks • Inform closest manager on progress and actions taken to secure the environment



Key competences & Personal Qualities	Key competences <ul style="list-style-type: none"> • Good knowledge in Microsoft Active Directory • Good knowledge in Microsoft Windows 10 • Good knowledge in Windows Server 2012/2016/2019 • Unix/Linux knowledge and experience • Experience with Microsoft Teams • Basic MS Exchange understanding • VMware knowledge and experience • Networking skills / experience with Windows Server based networks • Experience in analyzing & troubleshooting 1st & 2nd level problems • Knowledge about ITIL framework with focus on service requests, incidents and problem management • Knowledge in working with some of the major Service Desk systems Requirements <ul style="list-style-type: none"> • +3 year experience in global company working with central infrastructure • Experience with working in hosted / central environments • Willingness to travel within the region and once a year on ITO meeting • Willingness to be on standby for occasional emergencies to perform support outside office hours. • Fluent in English (verbal & writing) Personal qualities <ul style="list-style-type: none"> • Good analysis skills • Ability to work independently as well as in a team • Team player • Self & result driven • Eager to help out • Flexible & hands-on • Good communication skills • Structured and organized • Positive customer service attitude • Understanding of business needs • Stress resistant • Ability to work in a fast-paced environment juggling multiple priorities.
Internal and External Contacts/Customers /Suppliers	Internal <ul style="list-style-type: none"> • End-Users within ASSA ABLOY Entrance Systems • IT colleagues within ASSA ABLOY Entrance Systems • Team members of ESD Divisional IT Infrastructure Team • IT colleagues within ASSA ABLOY Global Shared Services



	External <ul style="list-style-type: none">• IT Services suppliers related to divisional or Group• Local IT Services suppliers
Additional information	<p>Hours: 40 hours per week.</p> <p>Holidays: 33 days</p> <p>Salary: Negotiable – dependent on experience.</p> <p>Benefits: Company Pension, Life Assurance, discounted Gym Membership & Cycle Scheme.</p> <p>Location: G72 0AH</p> <p>To apply send your CV and covering letter to recruitment@recorduk.co.uk with subject heading 'IT Infrastructure Specialist'</p>
Closing date	Open