

JOIN THE ULTRAFAST LANE...

IT Engineer

Business Function:	Technical Services
Reports to:	Technical Services Director
Location:	Kings Hill, Kent
Salary:	Competitive
Terms:	Permanent, Full time

A BIT ABOUT US

Here at Trooli, we're on a mission to banish buffering, vanish video call embarrassment and clear up those "up to" speed claims that give broadband a bad name.

How? By providing our **new, guaranteed, ultrafast, full fibre broadband speeds** to as many communities as possible across Kent, East Sussex and beyond.

We've already got the great network, now we need more **great people** to take us even further.

Think you can help? Here's why you should get in touch ...

- **We're passionate about growth**
We've come a long way in 2 years, from nothing to 50,000+ premises passed, 10 staff to over 100 and are now one of the most respected altnets in the industry – and that's just the start. But it's not just our network, we're passionate about ensuring our employees grow with us too.
- **We're passionate about our people**
At the heart of our culture is a belief that a company should be much more than politics and processes. That doesn't mean these don't exist, but it does mean that our people are the most important part of our business, that life here is that bit more fun and our high staff retention rates are something we're rightly proud of.
- **We're passionate about our customers** – wouldn't it be nice for a broadband network to be independent of Openreach and have complete control of where it builds and the experience our customers receive? Well, that's exactly what Trooli is and with an Excellent Trustpilot rating from our customers, it's clear we're doing something right!

Still interested? Read on...

THE ROLE

We're looking for someone that knows their A to Z's of IT infrastructure (that's Active Directory to Zone Files, for those of you that are curious). If you've got experience working with Windows in the enterprise, we want to hear from you! If you're more partial to the Linux penguin that's fine too, as long as you're OK with working with Windows.

The role involves day to day support (break/fix, or sometimes on Fridays, fix/fix) of the company wide IT infrastructure and helping us to configure and roll out new servers for organisation wide deployments as we grow. A working knowledge of VMware would be useful for this.

You'll have access to great training opportunities to progress further and cutting edge networking kit to connect everything together. Sound like a good fit? We'd be happy to have you!

THE DAY JOB

- To provide support for server, application, and storage projects, assuming responsibility for the development of these systems
- Ensure that technical and system documentation is up to date
- Act as an escalation point from the helpdesk and a key contact for senior management
- Troubleshoot hardware and software errors by running diagnostics, documenting resolutions and assessing impact of issues
- Seek and understand new technology projects to increase process efficiency
- Review processes and policies alongside training requirements for IT/Technology
- Ensure that all our servers and applications are up to date so they can keep running laps around the competition

WE'D LIKE TO SPEAK TO YOU IF...

- You have a strong sense of attention to detail
- You have previous experience with Microsoft enterprise solutions, including but not limited to: Server 2019, SCCM, SharePoint and SQL server
- You have experience with Active Directory
- Motivated individual keen to expand on technical skills
- Strong written and verbal communication skills
- Ability to manage and prioritise workload
- Ability to work independently and use initiative to solve problems
- Exposure to information security

WE'LL LOVE YOU IF...

- Experience with Linux systems – CentOS, Debian, Ubuntu
- Knowledge of automation frameworks e.g. Ansible, Puppet, Terraform
- Knowledge of the ISO 27001 framework
- Experience or qualification in ITIL – incident, problem and change management
- Powershell scripting experience
- Firewall administration including IDS and IPS

AND IN RETURN, YOU'LL GET...

- 25 days paid holiday, plus bank holidays
- Generous life insurance policy
- Company sick pay after qualifying period
- Pension
- Career progression
- Free parking
- Friendly working environment
- Company laptop
- Employee referral scheme
- Cycle to work scheme
- COVID secure and risk assessed employer

OUR VALUES

- **Integrity:** be transparent and honest with our customers and with each other.
- **Passion:** be excited about what we do.
- **Develop:** invest in each individual.
- **Continual improvement:** work smarter, not harder.
- **Proactive:** take responsibility.
- **Teamwork:** support and collaboration.
- **Quality:** we do what we do well.

If you think you are the person we are looking for, please send your CV to alicerose.pitchley@trooli.com prior to the closing date