



## IT Specialist

### Who We Are

Xoserve is the Central Data Service Provider, that sits at the heart of Britain's complex gas market as a specialised contract management and assurance company. Xoserve maintains accountability for the delivery of the Data Services Contract for the industry, which is delivered by a key outsourced service provider.

We need people who are comfortable, and excited, about operating in the middle of a two-sided business model. We embrace modern technology and want people who are adept at weighing up the needs of our customers, on either side, taking pride in connecting them via seamless automated and digital processes.

### The Role

Are you passionate about IT? This is an exciting opportunity for someone to join our IT team as our IT Specialist, which is a key role in the IT team to ensure we continue to support our users in all aspects of the Microsoft M365 systems as well as IT support across our hardware and other software in conjunction with our IT support partners.

Working in a complex multi- supplier environment, this role is crucial in supporting a robust set of products across the Xoserve corporate IT systems ensuring that users receive prompt and professional support.

You will be an advocate of Security and Risk management, providing guidance and coaching across all functions.

Working closely with the IT Project Manager and Information Security & Privacy Manager, together with the responsible owners in each of our major IT Suppliers to achieve end to end continuity of control and support.

### Key responsibilities for this role include, but are not limited to:

- Microsoft 365 - Supporting the Microsoft 365 Platform, intranet and our other applications, e.g. Smartsheet.
- Networks - Support with IT networks, including wi-fi and our laptop estate.
- Apps and Compliance - Lead with Exchange, Endpoint Manager, SharePoint Online, Power Apps, Power Automate, Intune, O365 security compliance, and DLP.
- Patching - Responsible for ensuring successful IT patching across all systems.
- Systems Admin - Maintain user administrative rights, ensuring they're properly monitored and controlled as well as our external SharePoint sites.
- Policy - Develop policy documents that will guide and support our organization.
- Incidents and changes - Accountable for the co-ordination of all IT incidents and changes reported through to our IT partners ensuring SLA and KPI are met.
- Training - Providing end user training and guidance with all aspects of our corporate IT systems.



- Develop and maintain strong internal working relationships to promote coordinated financial management practices across the organisation.

#### Specialist/Technical Skills and Experience:

- Extensive knowledge and hands-on experience with the latest M365 technologies and supporting M365 environments, with a passion to learn more.
- Intermediate PC skills (windows Operating Systems, MS Office, Outlook etc)
- Proven ability to manage, configure, and administer InTune, SharePoint, Teams, OneDrive, Outlook and other tools.
- Proven experience of contributing to process improvement or change projects.
- Familiarity with infrastructure, software solutions, Microsoft Server technologies, networking, security, and storage systems.
- Previous experience in an IT/technical management role within an FMCG setting.
- Practical know-how relating to cloud migrations.
- Working knowledge of wider infrastructure technologies.
- Strong training and support skills.
- Racking (Network as well as Server equipment) experience.
- Patching both in the office space as well as comms Rooms experience.
- Advanced understanding of networking concepts and protocols (e.g. TCP/IP, DNS, DHCP).
- Strong project management skills, solving problems systematically.
- Proven record of delivering training and presentation skills to empower our user profile.
- Can demonstrate versatility, initiative, and an organised approach to working.
- Articulate with excellent communication skills.
- Resilient and performs well under pressure.

#### Why work for Xserve? We offer:

- A competitive salary of up to £45,000 per annum (may vary based on skills and experience)
- A generous contributory pension – we will double match your contribution to a maximum company contribution of 12%
- Life Assurance 8 x basic salary
- Income protection for yourself, up to 50% of salary
- 25 days annual leave plus 8 statutory days in addition
- The option to buy additional holiday each year.
- Two days per year volunteering allowance for our local communities
- Salary Sacrifice Electric Vehicle Scheme
- Financial support to help cover the cost of one annual professional membership subscription.
- Access to contributory Private Medical Insurance
- Membership of the corporate PMI Cash Plan Scheme
- Access to apps which support health, fitness and wellbeing.
- Access to an Employee Assistance Programme
- Fantastic range of discounts on high street retailers, grocery stores, cinema tickets, holidays and more



The Energy Industry is about to reform and change at pace, and it needs people like you to come and be part of its new design. If you are interested and consider you have the right skills and experience, we are looking for, please either apply direct on LinkedIn or email your CV, together with a covering letter explaining why you believe you are the right candidate to [people@xoserve.com](mailto:people@xoserve.com).

*Xoserve is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, ancestry, place of origin, creed, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability. We promise that your opportunity for employment with us depends solely on your qualifications.*

Closing date for application: **Friday 29<sup>th</sup> September 2023**