



# IT Administrator

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## Location:

Solarplicity Energy Ltd., Rickmansworth, WD3

## Company Background

Solarplicity is one of the UK's leading renewable energy providers. We are a young and ambitious company and we are growing rapidly. Our customer base has doubled in the last 10 months. We strive for low energy bills and keeping it simple for our customers. We have serious growth ambitions set for the coming years. In 2019, we aim for a domestic customer base of 200,000 households.

A fantastic opportunity has arisen for an individual to join the IT department. The successful candidate will have the opportunity to play a key role in the development of the department and will be instrumental in liaising with other operational departments across the business. They will be able to learn about the wider business and will be required to take ownership of core processes across the department.

## Core Role:

- Work alongside the Head of IT and Project Management Team to ensure smooth running of the office and 1st/2nd line support.
- Supporting staff across the organisation with any technological issues or problems; including Office 365; OneDrive for Business, SharePoint; PC / Server management including 1st/2nd line support and desktop/laptop configuration.
- Provide, set up and support on video and audio conferencing, AV equipment, general technical support/advice to users as well as produce documentation on the network, software licencing, security and anti-virus.
- Management of Printer – Including ordering of Ink / Toner Cartridges
- Install and integrate new server hardware and applications
- Manage network security and connectivity
- Set up user accounts, permissions and passwords
- Resolve problems reported by end user

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## Essential Skills:

- At least 2 years' experience or equivalent in a similar IT Administrator / Systems Support role.
- Office 365 administration skills (including SharePoint, OneDrive etc.).
- Excellent communication skills, a pro-active approach to support and a willingness to develop your skills.
- Hands on experience in networking, routing and switching
- Excellent knowledge of best practices around management, control, and monitoring of server infrastructure
- Experience with firewalls, VPN's, RDP protocol, troubleshooting, and problem resolution is desired
- Ability to set up and configure server hardware

## We offer the opportunity to:

- Play a key role in the development of the business.
- Streamline processes and workload.
- Contribute to the development of the wider business.
- Liaise with colleagues in a range of departments across the business.
- Play an active part in the wider industry through industry engagement forums and supplier meetings.

The ideal candidate will be looking to develop a career with the company and will be instrumental to developing the business' interests over the longer term. The company offers a great opportunity for individuals to develop their knowledge of the dynamic energy market.

Please send all applications to  
**[helen.remlence@solarplicity.com](mailto:helen.remlence@solarplicity.com)**

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