



ROLE PROFILE

IT SYSTEMS ENGINEER

(HYBRID)



ROLE PROFILE:

IT Systems Engineer (Hybrid)

LOCATION: Head Office

REPORTING TO: Technology Operations Lead

RESPONSIBLE FOR: n/a, no direct reports

Summary of Role:

This role is part of the Technology Operations team within the I&T Department. This is primarily an on-premise focused role supporting all of the current on-premise infrastructure, servers and applications, there will also be a need to support and assist in cloud activities as the business moves to a more cloud focused organisation. This role will ensure that all on-premise infrastructure environments are optimised for performance and reliability whilst maintaining the high security standards.

Duties of Role:

The following list is not exhaustive and other relevant duties may be required from time to time.

Primary Duties:

- Oversee Active Directory, Azure AD, Group Policy, DNS, DHCP, and other core infrastructure services.
- Maintain and optimise Windows Server environments (physical and virtual).
- Manage and maintain storage systems including NAS and SAN.
- Work with the security team to ensure patching, hardening, and threat protection are maintained.
- Ensure backup, replication and disaster recovery strategies are in place and working at all times.
- Monitor performance and availability of on-premise infrastructure across the UK.
- Apply best practices in identity and access management, including conditional access, MFA, and role-based access control (RBAC).
- Ensure compliance with standards including ISO 27001, Cyber Essentials, and NIST frameworks.
- Implement patch management, vulnerability remediation, and system hardening processes.
- Assist in the migration of workloads from on-premises to Azure.
- Work closely with developers, IT operations, and project managers to deliver robust projects on time.

Ideal Person:

The ideal person will have all of the essential 'what you know' and many of the desirables, exhibit the behaviours and values we seek, and MUST meet the prerequisites summarised below.

What you know (essential skills, experience and qualifications):

- 3+ years of experience working in an IT Operations team, with a focus on Windows and Storage
- ITIL v4 Foundation
- Strong knowledge of:
 - Windows Server (2016/2019/2022)
 - Active Directory / Azure AD / ADFS
 - Virtualisation (Hyper-V)
 - HPE Servers
 - Backup, DR, and monitoring solutions
 - SCCM / SCVMM
- Proficiency in scripting (PowerShell, CMD) and automation
- Knowledge of networking fundamentals (Firewalls, load balancers)
- Familiarity with monitoring, logging, and alerting tools (SolarWinds)
- Proficient in Microsoft operating systems and applications, including Windows Server 2016 to 2025, Windows 11, Microsoft Office 365.
- Strong knowledge and experience in Service Management / Service Desk tools to capture, manage, resolve and report on IT Service tickets (incidents, requests, problems, etc.)
- Strong analytical and problem-solving ability
- Excellent communication and documentation skills
- Ability to work effectively both independently and in a team environment

Desirable skills, experience and qualifications:

- Microsoft Certified: Azure Administrator Associate (AZ-104).
OR
- Microsoft Certified: Windows Server Hybrid Administrator Associate (AZ-800 / AZ-801).
OR
- Microsoft Certified Solutions Associate (MCSA).
- Knowledge Cisco networks and firewalls.
- Understanding of MOD SCIDA

What you can do:

- Interact constructively and effectively with all IT users across the business, driving a high level of customer satisfaction.
- Demonstrate a proactive, flexible and positive approach to your work.
- Able to work independently and as part of a team.
- Understand IT good practice to help IT services continually improve.
- Experience of working with ITIL processes.
- Effective written and oral communication skills.
- Health and safety conscious.
- Results-oriented, you can prioritise effectively and work to tight deadlines.
- Establish and develop effective working relationships.

Prerequisites for employment

- Eligibility to undertake BPSS & SC clearance (current SC clearance is desirable).
- UK Drivers license (desirable, to travel between Landmarc locations).

Our Values

- Take time to take care of yourself, look out for yourself and others, and stop and step-in if you need to.
- Always do the right thing, not just the easy thing; integrity in all that we do at work and at home.
- Put the customer's needs first, in everything we say, consider or do.
- Promise only what can be delivered; once promised it's a Landmarc commitment.
- Take pride in what you do, you've a lot to be proud of.

Our Behaviours

- Live Our Values, know what they are and what they mean to you and how they influence what you do, we should believe in them and demonstrate them always.
- Build Relationships, we are a people-business and relationships are the foundation of accomplishment. Take every opportunity to build and strengthen relationships with colleagues, customers and suppliers. Together we are stronger.
- Give Feedback and Recognition, creating an environment in which we openly and thoughtfully give and receive feedback and recognition builds trusting teams. Feedback and recognition also foster a culture of growth.
- Embrace Flexibility, in all that we do and how we do it. Change can come with or without warning and in either case, we must improvise, adapt and overcome to remain relevant to Our Mission.