

# Job Vacancy

## IT/Network Technician



Job Title	IT Technician
Reporting to	Technical Director or IT/Network Manager
Salary	£18,000-£24,000 (based upon experience)
Location	Helston, Cornwall
Experience	Entry level or experienced
Contract basis	Permanent Full-Time
Start date	As soon as possible
Closing date for applications	5 PM, 19 <sup>th</sup> November 2018

### Job Summary

This is a great opportunity for an IT Technician to join our rapidly expanding satellite communications company at a crucial stage. Satellite Communications is a broad subject with applications across a wide field including, for example; health, agritech, aviation, earth observation and environmental monitoring, digital media, maritime communications and monitoring, science exploration, security, and much more. Goonhilly Earth Station Ltd is a world leading satellite & space communications company with expertise in satellite control, tracking and communications, located at the UK's southern-most point.

We are seeking a qualified, motivated and versatile IT Technician who will manage and maintain computing resources and related IT hardware and infrastructure across the company.

Our employees enjoy a wide range of challenges and developments offered at Goonhilly and are keen to jump in and help colleagues wherever needed. We are looking for candidates who are good team players, willing to be flexible and partake in different areas of work, as required.

We offer a competitive salary with potential to expand in a rapidly growing and exciting company, with opportunities for training.

The role is based at Goonhilly Earth Station in the Helston office with the occasional travel between sites, nationally and internationally.

## **Job Description**

The role will include the following responsibilities:

- Manage and maintain computers (workstations and servers) and related IT hardware including consumables and peripherals such as printers, scanners and projectors
- Install and configure PCs and servers including operating system software, anti-virus/anti-malware software and maintain with relevant patches and updates, including remote provisioning.
- Provide support to staff in the installation, configuration and use of hardware and application software
- Ensure security and privacy of networks and computer systems, including WiFi access points, ensuring no unauthorised access to GES internal systems and information
- Organize and carry out upgrades and maintenance
- Provide and maintain external customers computer facilities, networks and interfaces in line with service agreements.
- Perform troubleshooting to diagnose and resolve hardware and software problems (repair or replace parts, debugging etc.)
- Maintain records of IT equipment configuration and deployment.
- Maintain records/logs of incidents, root causes, lessons learned and corrective actions
- Liaise with and provide interfaces to external IT service providers to maintain high availability of applications and services such as web and mail
- Provide IT support for events, training courses and conferences held on site
- Arrange/perform backups to ensure security, integrity and restoration of company data/information
- Other IT and computing security duties depending on experience.

In addition to the above responsibilities, the jobholder is required to perform other reasonable duties as assigned by the line manager.

## Person Specification

### Essential:

- Proven experience as IT/Network Technician or relevant position
- Flexible, internal and external customer-facing approach
- Excellent diagnostic and problem-solving skills
- Good verbal and written communication abilities
- In depth understanding of Microsoft Operating Systems, (desktop and server).
- Ability to configure and manage VM environment using VM Ware and Active Directory
- Good knowledge of internet security and data privacy principles

### Desirable:

- Certification as IT Technician will be an advantage (e.g. CompTIA A+, Microsoft Certified Training such as MCSE or MCP)
- Some knowledge of Apple, Unix/Linux systems advantageous
- An understanding of networks, switching and VLANs
- Experience in development of and compliance with IT policies

## How to apply

Please send your CV and a letter of application describing your suitability for the role, demonstrating how you match the person specification via email to recruitment [at] goonhilly [dot] org (preferred), or to:

Kat Hickey  
Goonhilly Earth Station Ltd  
Goonhilly Downs  
Helston  
TR12 6LQ

We aim to evaluate all applications as soon as possible after the closing date and will inform all applicants of the outcome. We reserve the right not to appoint, to change the specification based on applications received or to re-advertise. GES Ltd is an equal opportunities employer.

Employment is subject to pre-employment checks and agreement to our employment contract.

## About Goonhilly Earth Station Ltd

Goonhilly Earth Station Ltd (GES) acquired the world-famous Goonhilly Satellite Station in 2014. It is an independent, privately-owned SME providing a complete range of satellite communications services and growing an ever wider range of space and data related services. GES clients include some of the largest global satellite operators such as SES, Inmarsat, Eutelsat, Hughes, Hispasat and Planet. Working alongside ESA, QinetiQ, BAE Systems and

SSTL, GES is developing the world's first private Deep Space Communication system. GES also has close relationships with a wide range of leading universities including Oxford, Manchester, Leeds, Southampton, Durham, Herts to enhance UK capabilities in Radio Astronomy.

GES has been awarded Enterprise Zone status as part of the expanded Newquay Airport Aerohub Enterprise Zone. Goonhilly also hosts the Sat Apps Catapult South West Regional Centre of Excellence.

The Goonhilly infrastructure including 24/7 operations, diverse power, 200 GBit/s diverse Internet connectivity and a wide range of antennas makes it an ideal satellite TV partner.