



Job Description IT Manager

Ref: 175-25

Overview

The Dash Group, based in Redruth, provides a diverse range of services to businesses and consumers. Dash Logistic Services offers distribution, fulfilment, vehicle hire and sales and self-storage throughout the South West and beyond, Dash Convenience Stores serve local communities in Cornwall and DWN supplies maps and other fast moving goods to retailers and consumers across the UK.

We are looking for a new IT Manager to join our senior team based in Redruth, Cornwall.

This is an excellent opportunity for a talented IT Professional looking to become part of rapidly evolving business, targeting new markets with technology being at the core of its strategy.

Main Duties & Responsibilities

IT is integral to the daily operations of The Dash Group across its sites in Cornwall. Reporting to the Directors, the successful candidate will provide support and maintenance for the existing IT infrastructure ensuring business critical systems remain available to users at all times.

This role will involve working at every level of IT, providing day-to-day technical support to the business and its users by locating and resolving faults, proactively implementing corrective measures to prevent disruption to business operations and dealing with user support tickets.

This will include managing the following systems and hardware:

- Hyper-V based environment with Windows Server and Microsoft Exchange
- Routers, Switches, Wireless Access Points, Firewalls & VPNs
- Hypervisors, UPS Backups & Printers
- VOIP and traditional telephony, IP CCTV systems, Access Control and Security Systems
- many other pieces of technical equipment, systems or services which support our operations

Reviewing our existing infrastructure and updating documentation where necessary, you'll also be making recommendations to improve system stability, security and features where appropriate. There will also be a requirement for out of hours support for critical issues and scheduled work where necessary.

Personal Specification

The successful candidate will have previous experience of administering IT systems and a comprehensive technical knowledge with strong analytical skills. You will be approachable and personable with the ability

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to communicate effectively to colleagues at every level and be effective in collaborating across departments as well as working autonomously.

Essential

- Solid knowledge of Microsoft Desktop & Server operating systems and applications
- Solid knowledge of TCP/IP networking, routing and network security
- Proven experience of working in a dynamic IT environment with a record of resolving challenging issues
- Excellent communication skills at both a technical and non-technical level
- Ability to manage and prioritise tasks effectively
- Experience of virtualisation technologies
- Willingness to learn new technologies

Desirable Skills & Experience

- Microsoft, Cisco or other relevant certification
- Experience operating and configuring Cisco Catalyst switches
- VOIP/Video over IP and Linux administration experience
- A university degree in a computing/science related subject
- Understanding of PCI-DSS security requirements

Further Information

Reporting to:	Directors
Based:	Redruth Site (TR15 3RQ)
Hours of Work:	Full time in line with the needs of the business
Salary:	Depending on experience
Holiday Entitlement:	5.6 weeks per year (including Bank Holidays).
Start Date:	Immediate

Applications

In writing only, with a covering letter including salary details and CV to jobs@thedashgroup.co.uk. Please quote the reference number on your application.

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