

Job Description

Job title: 1st Line IT Support Engineer

Reports to: Head of IT, Aurum Research Limited

Overview:

Aurum is a privately owned alternative investment firm managing approximately \$3.7bn in a range of fund of hedge funds and bespoke portfolios in a demanding and dynamically changing financial environment. Aurum launched in 1994 and has developed a strong reputation and solid track record. Aurum provides investment solutions for a diverse client base including pension funds, insurance companies, sovereign wealth funds, charities, banks and wealth managers. This role is with Aurum Research Limited in Aurum's, UK subsidiary office in London, where approximately 50 staff are located.

Aurum nurtures intellectual curiosity and is committed to staying on the front foot technologically, to be a market leader in our field.

Main purpose of role:

To effectively support the day to day operational information technology, telecoms and IT security needs of the Aurum Group.

As a Support Engineer, you'll provide day to day support to the company by investigating and resolving a wide range of desktop/server and printer related issues.

Based in London, you'll be working alongside a highly talented and experienced team. This is an office based role, however, during the COVID pandemic all staff have been working from home. We currently plan a hybrid return to the office commencing September.

Main duties and responsibilities:

- Provide desktop, server and printer 1st line support for all personnel both remotely and in-person
- Where required, provide effective 2nd line incident resolution.
- Monitor and act independently on any alerts generated by the in house systems.
- Assist in business continuity preparation and testing by developing and maintaining backup procedures and Disaster Recovery documentation for the desktop environment and dependent applications to ensure that business requirements are met in a timely manner and to accurately reflect user requirements.
- Assist with all infrastructure upgrade projects.
- Provide IT system onboarding for all new starters.
- Given the need for flexibility to meet the changing requirements, the duties/location of this role, there may be a requirement to work occasionally outside normal hours.

Core skills required

- Experienced Desktop Support Engineer who has worked within a Windows environment (Microsoft Exchange, Microsoft Office, Office 365, Teams).
- Self-motivated, able to identify priorities as well as risks within your projects and others.
- Able to take ownership of a task and see it through.
- An eye for detail and personal pride in all support offered.
- Strong analytical and problem-solving skills to enable effective incident and problem resolution.
- Excellent communication skills – your colleagues are your clients.

At Aurum, we understand creating a culture of equality isn't just the right thing to do, it's also the smart thing. Diverse companies are more innovative and better positioned to succeed. Everyone is welcome – as an inclusive workplace, people can be themselves in an environment that both supports and includes them.

The information on your CV, your application, and any other information you submit to us directly or via a recruitment company or similar online service will be used by the Aurum group for the purpose of considering you for employment and processing your application in accordance with our privacy policy at <https://aurum.com/privacy-statement>.