



# Systems Engineer

Job Specification  
April 2018

# Company Overview

Established in 1991 by a team of IT professionals, LCS Group has built its success over 25 years based upon its technical prowess and ability to deliver IT solutions to the SMB and corporate sectors to an unmatched standard of excellence.

The business has grown based purely on a referral model without any direct sales activities taking place and currently consists of a young dynamic team of 15 IT consultants, technical specialists and support staff. LCS employ a young dynamic team with an average age across the company being only 29. Based upon its success in the market place and the development of a new business sales & marketing department, the company is enjoying rapid growth. As such we are seeking a number of IT technical professionals that are looking for an exciting and rewarding career with opportunities for growth and self-development.



Operating from Riverside House, an ultra-modern technical hub in the centre of Grimsby, North East Lincolnshire, LCS Group provides a high value IT outsourcing solution to a growing number of large SMB and corporate clients across the Humber region, Lincolnshire and East Yorkshire.

# Company Overview



LCS takes a holistic approach towards the management of its client's IT interests, including hardware and network infrastructure management, Microsoft server and cloud solutions, security, software development, connectivity, IP telephony and third-party vendor management.

Unlike other typical SMB IT service providers that operate on a reactive model, LCS Group take a pro-active stance and accept responsibility as an integrated component of its customers businesses.

LCS take responsibility for the entire IT platform including the management and control of third party vendors that form a component part of the overall IT infrastructure. These include software vendors, ISP's, managed print providers, telephony and CCTV suppliers and anyone that has any integration to the customers IT system or network.

This provides a consistent point of contact for our customers that benefit from having an IT team at their

fingertips at the fraction of the cost of direct employment and we call this Total CarePlus.

We anticipate that the 16 full time professionals in our team to increase by 30-40% over the coming 12-18 months to accommodate the growth program. The development of technical resources is pivotal to our plans and as such we are seeking young ambitious people wishing to pursue a successful career in a range of IT technical disciplines such as client technical support, server & network installation, project management, platform security & maintenance, software implementation, IP telephony and cloud solutions.

# The Opportunity

The role is suited for an individual that already has a fundamental grounding and experience of Windows based server and client environments and associated technologies such as IP based networking, Internet connectivity WAN infrastructures and security device management. Familiarity of application installation and cloud based software solutions is also a pre-requisite.

Reporting to, and being supported initially by the technical director the successful candidate will be involved in a range of the following responsibilities and disciplines:

// Client pre-project technical analysis of existing infrastructures and platforms, including preparation data to support the sales consultancy and project planning functions within the business to enable the preparation solution proposals to customers.

// Planning and implementation of hardware and network solutions based upon the agreed project roadmap, this will involve initially working under a dedicated project manager as part of a team but it is our goal for the successful candidate to take more autonomous responsibility for this function as quickly as possible based upon experience and training.

// Deployment of cloud based solutions, including data migration processes and associated handover to customers.

// Customer facing technology handover to ensure that our end users have the best and most supported experience in transitioning to new technology.

// Providing technical support to the sales and account management team when clients require proposals that include complex and technical understanding. We utilise Microsoft Teams for this function and work in a collaborative environment to make the best of our shared levels of expertise and experience.

// Working in conjunction with our customers third party vendors to manage and assist them in implementing solutions that integrate with the LCS platforms, ensuring secure access is granted and compliance with our operational guidelines.

// Implementation and configuration of security appliance hardware and associated solutions to protect our clients as much as possible from potential security breach or cyber-attack.

// Autonomous planning, deployment of ad-hoc small projects including customer handover and update of all associated in house asset and system management data into SharePoint.

// Potentially and at least initially, involvement of the deployment of on-premise and cloud based IP telephony solutions.

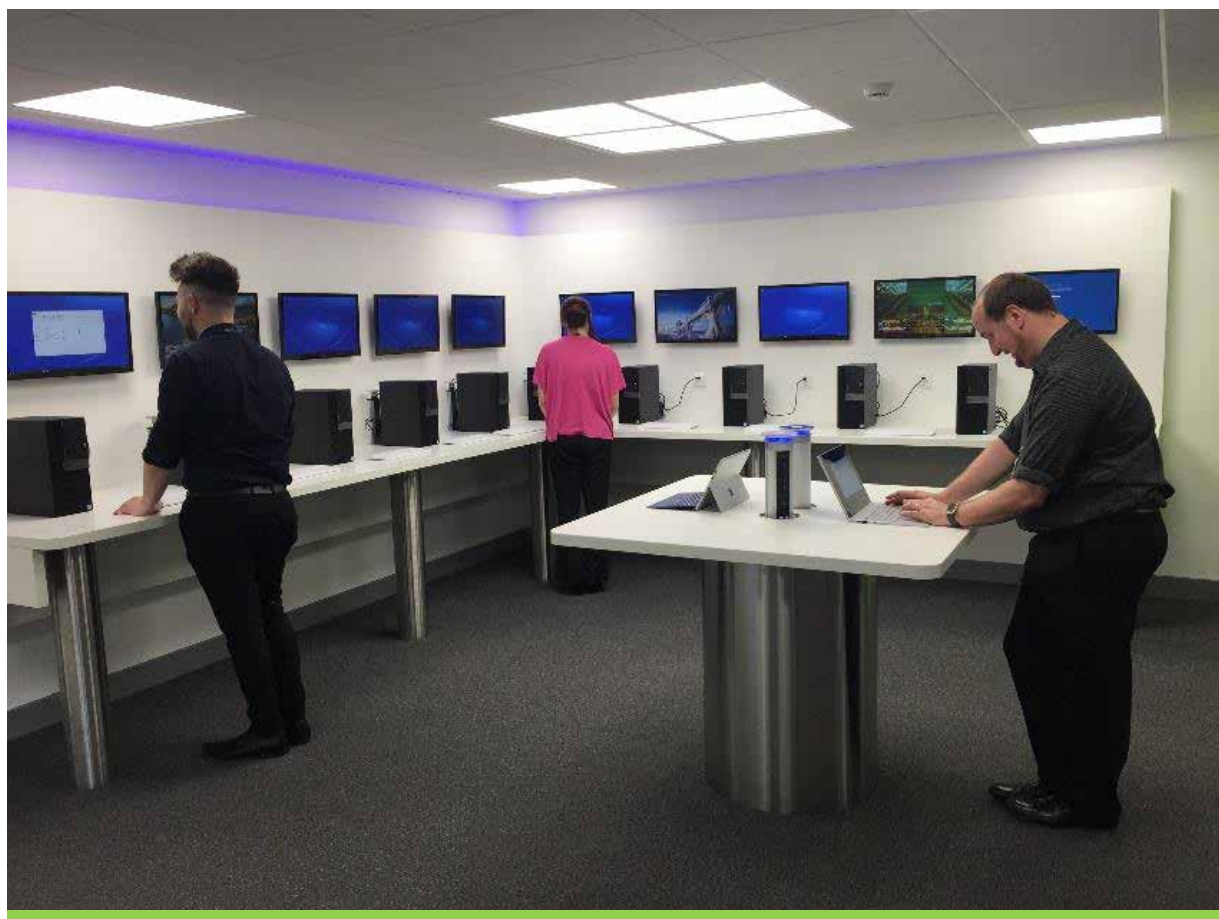
## The Opportunity Pt. 2

// Providing first and second line support to the LCS client base and to attend sites where a hands-on approach to solving such issues is required.

// Participation in local onsite placement works for mid-term projects for our clients if required.

LCS is a team orientated company providing a supportive environment for everyone, that includes staff and customers alike.

Reporting initially to the technical director this role will be supported with a range of specialist technical training and mentoring programs to assist in the ongoing development of an already enthusiastic, transparent, friendly and confident individual looking for a rewarding career in a technical discipline. With the opportunity for self-development, additional autonomy and responsibility with the associated remuneration benefits that move in line with achieving those goals.



# The Package

LCS operate a relaxed and fun working environment allowing individual team members to grow and develop their skills and creativity in a nurturing and supportive environment.

We believe that making mistakes is essential in the learning and development process, as what we learn from those experiences is invaluable for personal growth. This results ultimately in positive innovation and the evolution of our products and service delivery model.

We believe that people that are happy in their career and place of work, develop appropriate skills faster, are more creative, attain higher levels of personal job satisfaction, with financial security for themselves and the business as a result. The working hours are Monday – Friday 8:30 am till 5 pm.

## Basic Salary

The initial remuneration package, depending on experience will be £25-29K basic based on experience plus the following incentives and benefits;

Technical training provided including courses and materials, equivalent to £3,000 value, to attain Microsoft MCSA 2016 certification (or MCSA 2019 if available) within the first year.



Upon successful completion of MCSA certification, additional salary increase of £1,000 per annum.

Upon sufficient experience being attained, option to join out of hours support team rota (1 week per month, 7am-11pm 7 days a week excluding office opening hours) - additional potential earnings of up to £3,300 per annum.

Site placement bonus of £12 per day available when working on permanent site placements. Optional overtime opportunities during large scale installation project will also be available (weekend and evening works paid at time and a half rate).

# The Package Pt.2

## Other Benefits

// 25 days paid annual leave (excluding bank holidays)

// Optional company pension scheme.

// Company Laptop

// Company iPhone

// Use of company pool vehicles for external appointments or mileage allowance @ 45 pence per mile for use of own vehicle.

// 3 days per annum paid sick leave – can also be used for medical and dental appointments.

// Salaries are reviewed in October and applied in November each year as part of our team review process. Additional increments are awarded based upon experience and achieving qualification milestones in a range of Microsoft and other vendor accreditation programs.

The above package is based upon the first 12 months of being a member of the LCS team and attaining the desired level of technical performance working under self-initiative. As the levels of responsibility and success increase salary and benefits will rise in line with personal growth, experience and attainment.

## Get in Touch

If you feel you have the right qualities, drive, ambition and desire to join the LCS technical team then submit your CV along with information about how you think you can add value to our exciting and dynamic business to [recruitment@lcsgroup.com](mailto:recruitment@lcsgroup.com) quoting **PC-TR-SE18** in the subject line.

*Closing date for applications is Friday 11th May 2018; successful candidates for interview will be contact immediately after this date.*