The Company

Aurora Energy Research is a young, dynamic and fast-growing energy analytics company. We provide optimisation solutions and data-driven analytics on European and global energy markets that helps our clients navigate the global energy transformation.

Founded in 2013 by a group of University of Oxford academics on the premise that technological progress, and policies tackling climate change, render energy markets increasingly complex, but that this complexity yields to rigorous, sophisticated analysis and modelling.

Aurora is now a thriving, rapidly-growing company of over 100 staff with offices in Oxford, Berlin and Sydney. Demand for our services – spanning subscription research and consultancy – is immense, in the UK and abroad. We currently serve over 200 of Europe's most influential energy sector participants, and we expect to grow beyond 150 staff over the next 18 months.

Senior IT Technician, Oxford

We have an excellent opportunity for a Senior IT Technician to maintain, support and enhance the IT offering of this highly successful energy analytics consultancy. Your main goal will be to ensure that our technology infrastructure runs smoothly and efficiently, that users are supported and that systems are administered.

Resourcefulness is a necessary skill in this role. You should be able to diagnose and resolve problems quickly. You should also have the patience to communicate with a variety of interdisciplinary teams and users internally and externally.

You should be able to work independently and be flexible to changing deadlines. Reliability and adaptability are vital for this dynamic role together with exceptional interpersonal, organisational and communication skills.

We are looking for someone who has a high attention to detail and can hit the ground running. This is a chance to gain experience within an organisation where individuals thrive on change and to work within an innovative and growing SME.

Key responsibilities:

- Perform ticket-based user support tasks including, end-user troubleshooting, laptop repair, system support and on/off boarding tasks. Tickets are shared between the IT team and support all users in the UK, Germany and Australia

- Perform server administration tasks, including user/group administration, security permission reporting, version control, researching event log warnings and errors, resource monitoring and troubleshooting software and hardware errors.

- Lead on troubleshooting issues and outages with the IT team and stakeholders to assist in troubleshooting, identifying the root cause, providing technical support and participating in incident management and change reporting.

- Manage, deploy and configure upgrades, software updates, security patches and other necessary items on an as-needed basis.

- Work and maintain relationships with external suppliers and warranty providers

- Perform routine/scheduled audits and testing of systems, including all backups and disaster recovery tools.

- Follow consistent security practices and identify where improvements are required. Report on and escalate security concerns to the IT Manager and work closely with the IT Team to promote a security minded culture.

- Flexible to work outside of normal hours in emergencies and planned out-of-hours changes.

- Develop compliance activities as needed, including data log collection, statistical analysis and proper reporting standards.

- Provide regular reporting capabilities to the IT manager and wider business to communicate projects status, activities, and achievements.

- Collaborate with the IT manager and other personnel to improve existing processes, increase automation and meet wider project goals.

Key Attributes:

- 2+ years' experience in the IT field as an IT Technician, Systems Administrator, Helpdesk Analyst or similar role.

- Experience with server operating systems (Windows Server 2012 - 2019); current equipment and technologies, enterprise backup and recovery procedures, system performance-monitoring tools, and cloud-based infrastructure (Azure, Intune, AWS)

- Experience with networks (LAN, WAN, VoIP), DNS & DHCP, patch management, VPN services, switches and firewalls

- Experience in user support and troubleshooting, ideally having worked with a ticketing system in a Windows 10 environment

- Experience in project management, application management and integration, and version control

- Reporting and analytical skills, making use of the Microsoft Office Suite to present and manage information

- Resourcefulness and problem-solving aptitude

- Excellent communication skills, both written and verbal

- An ability to identify weaknesses in current processes and documentation and improve as required

- Microsoft or Cisco and project management certifications would be an advantage

The successful candidate would start as soon as possible. We will review applications as they are received. Salary will be competitive with experience.

To apply, please submit your CV, a brief cover letter, your salary expectations and state your earliest possible start date to the following link.