

<b>Title</b>	<b>Internal Systems Manager</b>
<b>Department</b>	<b>Internal Systems</b>
<b>Timezone</b>	<b>To cover 9-5:30 UK time</b>
<b>Office Location</b>	<b>Maidenhead, UK</b>
<b>Reporting to</b>	<b>CFO</b>
<b>Start date</b>	<b>ASAP</b>

### **About Alfresco**

Alfresco is the leading open source alternative for enterprise content management. It couples the innovation of open source with the stability of a true enterprise-class platform. The open source model allows Alfresco to use best-of-breed open source technologies and contributions from the open source community to get higher quality software produced more quickly at much lower cost. For more information please see: <http://www.alfresco.com>

### **Job Description**

We are seeking a highly motivated individual to help us to establish an internal support team within the organisation with the key responsibilities of dealing with day-to-day IT issues as well as developing our ICT strategy to support the continued growth of the company moving forward.

It is envisaged that the nature of the work will be varied and you will need to be able to work and communicate effectively with a wide range of people across the organisation as well as with our suppliers, customers and business partners.

This is an excellent role for someone who has honed their technical and managerial skills and is ready to take on the creation of a world class internal support organisation. There is also the opportunity to specialize in open source technologies and ECM in an organization that is redefining what enterprise content management means in the current technological environment.

### **Job Responsibilities**

- Work with the management team and individual contributors to develop company-wide strategies and solutions with regards to in-house systems.
- Implement the strategies and solutions agreed on time and within budget
- Create and update systems documentation
- Participate in Disaster Recovery planning
- Monitor new technology developments and implement these when they bring business benefit.
- Track and manage the ICT assets owned by Alfresco.
- Provide proactive monitoring to identify potential problems affecting core internal services
- Liaise with other team members and external suppliers to troubleshoot and resolve any problems affecting our internal and external services.
- Action service requests received from employees globally, including account creation and changes and setting up of new equipment
- Manage and track these requests, reporting back quarterly metrics

**Essential skills**

- Proven experience in supporting a range of systems in diverse IT environments
- A good knowledge of common networking protocols, and application protocols such as LDAP, HTTP, FTP, SNMP, IMAP, POP3, Telnet, SSH and DNS
- Experience supporting and administering Windows 2000, Windows XP, Mac OS X, Linux and UNIX systems across server and desktop environments
- Experience of implementing and administering an email system and authentication system
- The management of passive and active network infrastructure
- Basic database implementation and troubleshooting skills
- Attention to detail with a strong desire to define solutions that exceed expectations
- Proven problem-solving ability in both business and technical environments
- Strong interpersonal and organizational skills
- Self-disciplined with the ability to work independently and as part of a team.
- Strong presentation, written and verbal communication skills
- Ability to work in a fast paced, nimble environment

**Desirable skills**

- Experience administering web servers including Apache and IIS
- Experience using Norton Ghost or equivalent open source tools for image deployment onto PCs
- A knowledge of common network designs and layouts
- Knowledge of Java and Enterprise Java stacks including JSP and servlets
- Knowledge and experience of Alfresco and/or other content management systems

**We Offer**

- Competitive compensation package
- Highly challenging and rewarding environment
- Ability to impact the business

As an equal opportunity employer, we hire without consideration to race, religion, creed, color, national origin, age, gender, sexual orientation, marital status, veteran status or disability.

**Freedom to act**

This role will report to the CFO, although the individual should be capable of working independently with minimal supervision.

**Travel**

Not applicable

**Location**

Maidenhead office, UK