



What can we develop together?

1. ABOUT CRUX

Crux are world-leaders in the design, simulation and analysis of medical devices and consumer products; working as a trusted partner to many medical companies and household brand names, our projects touch lives by delivering a vast array of products to global markets.

2. SENIOR IT SUPPORT ENGINEER

The Senior IT Support Engineer is responsible for overseeing the architecture, security, and long-term planning of IT systems. This role involves leading IT infrastructure projects, managing large-scale systems, and providing high-level support to the organization. The Senior IT Support Engineer plays a pivotal role in ensuring the stability, security, and scalability of the company's IT environment, while also mentoring junior staff and influencing IT strategy.

3. PRINCIPAL RESPONSIBILITIES

IT Infrastructure Leadership:

- Oversee the design, implementation, and maintenance of the company's network infrastructure.
- Manage complex server environments, including virtualization, storage solutions, and cloud integration.
- Lead in the development and execution of IT strategy for scalability, security, and performance.
- Ensure high availability of critical systems and lead disaster recovery initiatives.

Advanced Network & System Administration:

- Maintain and optimize enterprise-level network solutions, including routers, switches, firewalls, and VPNs.
- Administer cloud services (e.g., Microsoft Azure) and integrate them with on-premises systems.
- Ensure the security and compliance of IT systems through the implementation of robust security protocols.
- Manage backups, data integrity, and disaster recovery planning for critical IT systems.

Project Management:

- Lead IT infrastructure projects from planning through execution, ensuring timely delivery and budget adherence.
- Collaborate with other departments to ensure IT solutions align with business objectives.
- Plan and implement system upgrades, migrations, and the deployment of new technologies.

Leadership & Mentorship:

- Provide technical leadership to the IT team, offering mentorship to engineers and junior staff.
- Set technical standards and ensure the IT team adheres to best practices.
- Conduct performance reviews for junior team members and assist in career development planning.

Documentation & Reporting:

- Maintain up-to-date documentation for IT infrastructure, including network diagrams, system configurations, and security protocols.
- Provide regular reports on IT system performance, security audits, and upcoming infrastructure needs.
- Update the IT knowledge base with advanced troubleshooting procedures and system best practices.

4. WHAT WE'RE LOOKING FOR...

4.1 Essential:

- Expert-level knowledge of network design and administration, including advanced configuration of routers, switches, firewalls, and VPNs.
- Proficient in managing large-scale server environments and virtualization technologies (e.g., VMware, Hyper-V).
- Advanced knowledge of cloud services (e.g., Microsoft Azure) and their integration with on-premise infrastructure.
- Strong understanding of cybersecurity principles, including intrusion detection, firewalls, encryption, and compliance.
- Expertise in disaster recovery planning, backup solutions, and ensuring data integrity.

4.2 Soft Skills:

- **Leadership:** Demonstrates strong leadership in guiding the IT team and influencing IT strategy.
- **Strategic Thinking:** Plans and implements long-term solutions that align with business objectives.

- **Problem Solving:** Handles complex system issues with a focus on proactive problem prevention.
- **Communication:** Clearly communicates technical information to both technical teams and business stakeholders.
- **Project Management:** Oversees multiple IT projects, balancing timelines, budgets, and quality.

4.3 Desirable:

- Microsoft Expert certifications
- Azure Solutions Architect
- CompTIA Security+ or equivalent security certification
- CCNA certification
- Bachelor's degree in a related field (e.g., Information Technology, Computer Science)

5. WHY YOU'LL LOVE WORKING HERE

We're a dynamic and fast-growing engineering consultancy that takes pride in its outstanding work and supportive work environment.

As a member of our team, you'll collaborate with a diverse group of skilled professionals who excel in their respective fields. Our strong community is built upon effective communication and happy employees, collaboration in project work and regular social events are the norm.

Check out what an opportunity at Crux offers you: [Life at Crux](#)

If you're interested in working on multidisciplinary design projects, tackling some of the toughest briefs in the medical and consumer goods sectors, then we want to hear from you!



Interested? Email your CV and covering letter to careers@cruxproductdesign.com and add 'Senior IT Support Engineer' as the email subject.

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