**IT Operations Placement 2017**

**Location: London, UK**

The Egress Placement Program is a fantastic opportunity for ambitious individuals looking to take their first steps in an IT Operations role in a software-based IT Security organisation.

**Who Are Egress?**

Egress Software Technologies is an award-winning provider of encryption services designed to secure all forms of electronic information via a single platform. Egress encryption services are currently used by organisations around the world and across multiple sectors. We’re proud of our award winning technology which is the very best in the business. We were recently awarded the Cloud Security Solution of the year at the 2016 Computing Security Awards, and last year we were named Best Security Company of the Year at the 2015 Cyber Security Awards. In the last three years, we have developed from a small company with big ideas, to having a headcount of over 100 people and multiple offices across the UK and North America.

**What would I be doing as a IT Operations Placement?**

You will be part of our IT Operations team for a 12-month placement as part of your university course. The team is charged with designing, maintaining and developing our internal IT infrastructure – both on-site and cloud. Covering over 100 employees in four physical offices in London, Sheffield, Barnsley and Toronto, the Operations team supports a mixture of Windows and Linux on the desktop, a virtualised server environment running on Microsoft Hyper-V and VMWare ESXi and cloud-based Microsoft Office applications.

You will report to our Head of Operations, and be based in our London office. This role is ideally suited to a current second year Computer Science (or related subject) student with a solid technical background in desktop applications and networking, who has a strong desire to succeed and pursue a career in IT Operations. We seek candidates who thrive on challenges and constantly seek to extend their technical portfolio.

Responsibilities will include:

* Collaborating with other IT Operations colleagues to learn how to address internal support tickets generated by internal employees
* Supporting the Microsoft Office and Email infrastructure from desktop to cloud
* Troubleshooting networking and VPN issues at the desktop, between Egress offices and the cloud
* Supporting all devices (mobile phones, laptops, desktops) as well as the IP-based office phone systems
* Supporting other internal applications (CRM, Zendesk, Redmine etc.)
* Driving the onward enhancement of the Egress IT Infrastructure by contributing to project based work – such as the hardware upgrades/migration.

The role will start in Summer 2017 and will last 12 months.

**What rewards and benefits would I get in this role?**

* 25 days annual leave
* Free Breakfasts – toast, cereal, tea, coffee, juice, honey, eggs
* Discounted Gym Scheme
* Monthly Staff Socials Fully Funded by the Company

**Would I suit this role?**

This is a great opportunity for a hardworking, motivated student at university who is currently in their second year of a computer-based degree. They should be interested in building on their technical and commercial knowledge in a fast paced, cutting edge environment.

The ideal candidate will have:

* Experience of supporting desktop operating systems (Microsoft Windows 7, 8 and 10) and Office 2013 and Office 2016
* Knowledge of Active Directory, Windows Server 2012 R2, Windows Deployment Services and VMWare ESXI 6.0 would be advantageous
* Demonstrable technical experience in networking, virtualisation, and cloud-based technologies
* The ability to use initiative, work accurately and effectively at a fast pace
* A sense of urgency and a passion for excellence.

**How Do I Apply?**

If you think you could be our next IT Operations Placement Student, please submit your CV and a short covering letter on our website [www.egress.com/careers/vacancies](http://www.egress.com/careers/vacancies). Applications close 4th February 2017.