Systems Developer

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Our Company

Wanstor are an IT Solutions company celebrating our 16th year in business. The organisation has grown year on year and currently maintains a team of over 140 staff. With IT Support Offices in Central London and Manchester, we're well placed to meet our customers' needs for a quick response.

We provide a range of hosted and deployed services for customers both small and large. Our solutions include hosted Email (Hosted Exchange), Hosted online back-up, Hosted Desktop, and Hosted Network Monitoring. Wanstor provide full support service which includes 24-hour helpdesk, network monitoring and on-site support.

Wanstor's clients provide a wide variety of fascinating opportunities for motivated technical staff. We employ service-oriented technical experts to work at delivering a variety of hosted and deployed solutions.

We are a growing company with dedicated teams managing networks, storage and co-location. Our customers are some of the biggest brand names in the UK, and our consultants are some of the most skilled networking experts in the country.

As a service-centric organisation, we see people as our best competitive advantage while we strive to provide an unsurpassed service for our customers. We expect a lot from and are extremely supportive of our people as we look to help realise each individual's potential in building a successful career with Wanstor.

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Culture & Benefits

We align ourselves to a core set of values & behaviours.

- **Customer focused:** Putting customers at the heart of what you do, to consider their needs with every decision you make
- **Proactive:** You anticipate and act on potential issues to ensure positive outcomes
- **Mindset:** You learn from mistakes, embrace change, and seek to continuously improve
- **Integrity:** Do what is right, not what is easy
- **Teamwork:** You collaborate and communicate to achieve the best outcome for your team and customers

We strive to make Wanstor an enjoyable place to work in a number of ways.

- Unlimited access to thousands of courses and videos on a wide-range of topics at home and in the office through a LinkedIn Learning subscription
- Regular office social events and activities, including a weekly BBQ on our terrace in summer, Friday treats, and special Summer & Winter events
- The opportunity to work within a high growth business while developing your career
- Committing to reducing our carbon footprint through the Cycle to Work scheme with availability of bike lockers and staff showers
- A Central London office location 6 minutes' walk from London Bridge or 20 minutes' walk from Waterloo

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The Role

Summary

In continuing to drive our service offering, we are recruiting a Systems Developer who will assist in the creation of processes and procedures responsible for keeping Wanstor at the forefront of IT Support services.

The successful candidate will employ their skills and expertise in programming and development to bring a range of both internal and customer application projects to completion.

They will present a proven track record around designing and implementing systems and procedures across multiple systems with an ability to analyse and learn from detailed application configurations.

Primary Responsibilities

Working closely with the Operations Director, you will be responsible for the design and implementation of key service improvement processes, integration of new and existing applications, and the automation of data flow through Wanstor's entire application suite.

These integrations, automation and services will improve operational efficiency through multiple departments, including the Service Desk, NOC and the Finance team.

With the majority of applications being customer facing, an understanding of graphic design and usability are crucial to ensure customer uptake around new processes.

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The expectations of a successful candidate for this role will be to:

+ Take business projects from initial design through to implementation
+ Act as an application administrator for Wanstor's core application suite, which includes:
    - ManageEngine Service Desk Plus MSP
    - ManageEngine NetFlow Analyzer
    - ManageEngine Analytics Plus
+ Automate processes to reduce manual procedures and increase both staffing productivity and availability
+ Create scripts using PowerShell, Python, JSON and Javascript for interaction with RestAPIs, as well as production of web pages and HTML email templates using HTML and CSS
+ Undertake basic Apache administration, including liaison with application vendors for complex requirements
+ Create custom reports using SQL Reporting Services from multiple data sources
+ Create workflows and integrations around customer systems for Wanstor applications
+ Develop procedures and scripts for data migration between systems
+ Develop web apps required for internal processes
+ Design and conduct user-acceptance testing to ensure that systems can be used quickly and easily by both staff and customers
+ Write detailed documentation for operation of programs and implementation of procedures by users

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Qualifications & Training

+ A Degree or equivalent in Computer Science or other relevant subject
+ Experience of writing scripts in PowerShell, Javascript and SQL
+ Minimum of two years' experience in application support and development
+ Excellent understanding of Microsoft SQL Server 2014
+ Experience of working with Microsoft Server 2012 and above

Desirable Skills and Experience

+ Previous experience of working with ManageEngine products
+ Previous experience of working as a DBA or Data Specialist
+ Understanding of Business Intelligence and data analytics
+ An understanding of ITIL in enabling effective ticket, change and problem management processes

Performance

Your performance as a Systems Developer will be measured on a number of criteria, including but not limited to the following:

+ Time saved through automation of processes
+ Quality of reports created for both internal and customer requirements
+ Uptime, performance and maintenance of core applications under your administration
+ Ongoing implementation of new features and functions in line with business objectives for both Wanstor and our customers

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Do you believe you have what it takes
to join the team at Wanstor?

Phone us on 0207 592 7860
or email us at jobs@wanstor.com