



**Job Title:** IT Manager or Senior Desktop Support Engineer  
(Technical/Hands-On)

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**Reporting To:** Chief Operating Officer  
**Department:** Operations  
**Salary:** £35,000 - £50,000

Kallidus is looking for a highly self-motivated, results-oriented IT Manager or Senior Desktop Support Engineer who will demonstrate a strong work ethic, a can-do attitude, and an interest in continuous improvement.

You will be given a fantastic opportunity to join a market leader in e-learning and Human Capital Management. As a part of a rapidly growing technology company, you will play a major role in shaping our future and use the latest technologies to provide high-quality, scalable, services and support for our internal customers.

The candidate will work with technologies like Office 365 including, Teams, SharePoint, Azure AD, OneDrive, VoIP., Mac OSX, Chrome OS, Windows Server, Microsoft Intune/Autopilot, networking, firewalls, switches, Software as a Service, and others in their day-to-day responsibilities. You will be expected to demonstrate your technical and strategic skills in your recent roles.

You will be based in our Central Bristol office, but holding a valid UK/EU driving licence is necessary as you will be regularly travelling to our Cirencester office. You'll work 4 days a week in our Central Bristol office and 1 day a week in our Cirencester office. Remote support and management experience is also essential as we operate offices in Sofia-Bulgaria, India & Pakistan with permanent remote working for some users in North America

Out-of-hours support is required to be provided to colleagues in North America, in addition to minimising the impact of changes and maintenance at weekend.

**Key Personality Traits:**

- Attention to detail and methodical worker
- Proactive and supportive team player
- Ability to act independently
- Quick to learn new techniques and eager to embrace new challenges
- To champion change and effectively manage the implementation of new ideas, products, and services
- Embody and growth mindset with a strong can-do attitude
- Ability to learn and adapt by keeping up with the latest IT trends. Software and security threats and to adjust quickly to emerging technologies and our evolving business needs

**Key Responsibilities:**

- Ensure the availability and reliability of the Kallidus internal services
- Establish, maintain, and evolve existing and new internal secure services
- Encourage a culture of innovation focused on adding value
- Proven ability to prioritise and manage one's workload
- Line management of one IT Support Technician
- A focus on providing technical assistance and support to all aspects of our business and users
- Proactively respond to alerts, outages, and issues
- Vendor relationship management and managed services (Mobile Phones, Software Subscriptions, Hardware Suppliers) to ensure products and services are acquired at the best price with the necessary support agreements
- Software Licence Agreements & Subscription Management
- Working closely with the Compliance Manager to meet industry standards (ISO27000, ISO9001, SOC2, Cyber Essentials,)
- Provide technical mentoring of other team members and individuals within the business to support the Kallidus users and services
- Maintaining endpoint security (AV, encryption)



- Mobile Device Management
- Disaster Recovery (Backups, restores, business continuity)
- Managing ticket queues against agreed SLAs
- Onboarding / Offboarding of colleagues
- Meeting internal support SLAs to provide excellent customer experience
- Monitoring Internal IT Team KPIs & Reviewing CSAT Feedback
- 3rd line troubleshooting
- Review & Monitor Software Licence Usage

**Key Requirements:**

- 3+ years of operational experience in a similar role
- Office 365 (Teams telephony, SharePoint, Exchange, OneDrive)
- Windows Server 2022
- Entra ID: Resource Groups, Storage Groups, Azure VPN
- Familiarity with security best practices and awareness such as SSO and MFA, incident response and best practices
- Proven Asset Management Experience of IT & Mobile Devices.
- Entra ID/On-prem AD
- Scripting and automation skills for Windows & macOS Devices
- Experience in Ubiquity Wireless, Networking & CCTV Solutions
- Good oral and written communication skills with exceptional attention to detail
- Troubleshooting skills

**Desirable:**

- Supplier Contract negotiation skills and experience
- Mentoring experience of more junior staff
- Strong understanding of GDPR

**Qualifications:**

- Microsoft 365 Certified: Endpoint Administrator Associate (MD-102T00-A: Microsoft 365 Endpoint Administrator)
- Microsoft Certified: Information Protection and Compliance Administrator Associate (Purview)

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Kallidus is a proud member of the Disability Confident Employer Scheme. We work hard to build an explicitly inclusive space where everybody belongs. Kallidus is a supportive, caring, and enjoyable working environment for all our people, and we are committed to furthering the diversity of our teams.

Diversity brings innovation and creativity through different views, backgrounds, and opinions; as a people-first organisation, it's crucial that our teams reflect global diversity.



Our people are the heart of our success, and diversity is what drives that. Kallidus positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, region or belief, marital status, pregnancy or maternity.