



# We're hiring!

Join our team

A large background image showing a group of people's hands stacked in a circle, symbolizing teamwork. A thick blue curved line separates the top text area from the bottom image.

**IT Operations  
Analyst**

Role: IT Operations Analyst  
Based: Homebased & Warrington Head Office  
Reporting To: Head of Operations

## About Us

PAM Group has a workforce consisting of over 550 staff based regionally throughout the UK who provide a comprehensive range of high-quality services, delivered through a bespoke combination of on-site staff, remote services (including telephone & secure video conferencing) and clinic-based services via a UK wide network of PAM clinics.

Services are offered nationwide; we have established regional management teams to support clients locally. Supporting this is our extensive IT capability, recognised quality management systems and solid financial standing.

## Role

We are looking for passionate IT Operations analysts to join our expanding team of professionals within a forward-thinking and innovative IT department that is undergoing an exciting period of change.

This is an excellent opportunity to work with some exciting technologies and help drive our technology landscape forward. You will be responsible for the continued support of all aspects of the technology used within PAM as well as the delivery and development of projects to enhance and extend it.

## About You

### Essential Skills

- ❖ Windows Server Administration
- ❖ Experience working in a similar role providing 2<sup>nd</sup>/3<sup>rd</sup> line support and working on technical IT projects
- ❖ Experience in Office 365 Administration
- ❖ Understanding of LAN, WAN, DNS, DHCP, VPN, TCP/IP
- ❖ Knowledge of ITIL Framework

### Desirable Skills

- ❖ Experience supporting SQL Server
- ❖ Experience with monitoring solutions
- ❖ Exposure to AWS/Azure
- ❖ Microsoft Intune/EndPoint
- ❖ Supporting an Enterprise Phone System/Contact Centre Solution

### Personal Skills

- ❖ Excellent oral and written communication skills.
- ❖ Exceptional interpersonal, including teamwork and working co-operatively to achieve a common goal.
- ❖ Be able to demonstrate the ability to work and communicate with many stakeholders with varying levels of IT capability and to handle a busy and varied workload.
- ❖ Flexible approach to work and excellent problem-solving ability.
- ❖ Ability to prioritise and use own initiative.
- ❖ Good range of analytical skills and attention to detail.

If you're looking for your next career move and are wanting to work with a rewarding company, please get in touch with our Recruitment department for a confidential chat about joining the PAM Team. [Recruitment@pamgroup.co.uk](mailto:Recruitment@pamgroup.co.uk)

- ❖ Excellent customer service and stakeholder management skills, with the ability to build effective relationships.
- ❖ Ability to effectively prioritise and execute tasks in a high-pressure environment.

## Our Values

At PAM we are passionate about people and delivering our Everyday Things That Matter Values and Behaviours to our customers and our colleagues. Our cultural philosophy is based on putting our people first, creating high performing teams who deliver great services for our clients.

We're looking for driven and ambitious professionals to join our team, who are just as passionate about our philosophy and values as we are:

- ❖ Hard Work & Enthusiasm; we believe hard work should be rewarded, we go the extra mile to achieve our goals and support each other and enthusiasm and passion are part of our DNA.
- ❖ Teamwork & Friendship; our colleagues share a sense of belonging; we understand collaborative working means better decisions making and we support each other to achieve common goals.
- ❖ Loyalty & Improvement; we are dedicated to personal and professional development. Our PAM Academy mentors' colleagues and provides support to help you be the best you can through offering a wide range of CPD opportunities.

## Employee Benefits

- ❖ Industry Leading Healthcare Scheme – Opticians, Dental, Physio & more!
- ❖ Excellent Pension Plan - 8% auto-enrolment and up to 5% matched contribution
- ❖ 24/7 Doctor helpline – book a telephone or video appointment with a GP
- ❖ Employee Assistance Program – 24/7 telephone counselling helpline
- ❖ Flexible working hours and 33 days annual leave (includes bank holidays)
- ❖ Top training and development opportunities, with best-in-class tech gear

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