



## **Windows Systems Engineer**

### **London**

WE CREATE A BETTER WORLD OF LOTTERY. We believe in dreams, and we help our customers, partners and people to dream bigger through innovation, digitalisation and entertainment.

The ZEAL Group is the world's leading interactive online lottery company. We offer consumer-facing lottery-based games as well as business-to-business solutions. We have nearly 300 exceptionally talented people from 28 different nationalities in three locations: London, Madrid and Hamburg. Although publicly listed, we live and embrace a start-up culture where every ZEAL employee can take real ownership.

ZEAL is dedicated to creating innovative new approaches to playing the lottery. We pioneered online lottery, and we have a proven reputation for transparency, quality, and reliability. We work with great charities and partners to make a difference and challenge the boundaries of what games, charities, and communities can do.

### **WHO YOU ARE:**

You are a talented and creative problem solver. You love being part of a diverse team and adding your unique point of view and skills. You are a self-starter and a lifelong learner. You are passionate about finding long term solutions and providing great customer support. You are hands on and get stuff done. You are up for a challenge and thrive in a dynamic, fast paced environment. Most importantly, you want to make a difference.

### **A Day in your Life here:**

- You will deliver 3rd level IT Support for the business.
- You will work closely with the rest of the team to understand the real life "on the ground" issues that are being faced daily with a focus on long term resolutions.
- Troubleshooting across our three office sites and datacentres.
- Besides your "daily business" support you will work on challenging projects.
- You will document and maintain resolution guides.
- You will train and mentor internal partners.

And all that to a high quality of service at all times.

This is an opportunity to shape and prevent incidents and improve our efficiency by introduction of new tools and processes.

### **Requirements:**

- You will have a strong background in systems administration, administering Windows Servers, Microsoft Exchange/Mail Support and Active Directory
- You have prior experience with managing large-scale server infrastructures
- You have strong experience with service troubleshooting, covering web front-end Systems, Databases and Networks and previous direct exposure to administrating fundamental internet services and the Microsoft core enterprise
- You have a good knowledge in PowerShell, SCCM and SCOM



## Remuneration Package

In addition to a competitive basic salary, the role offers:

- Annual performance related bonus of 10% for achieving targets (30% company related, 70% personal performance driven)
- Personal pension whereby the company contributes up to 10% of basic salary
- Private medical insurance following successful completion of probation period
- 28 days' annual leave plus public holidays
- Interest free annual travel season ticket loan upon following successful completion of probation period
- Life Assurance (4x basic salary) from day one
- £ 40 monthly contributions to Gym Membership
- Childcare vouchers from joining
- Annual staff events
- Casual office attire, very friendly, professional and sociable environment
- New and quirky offices based in Farringdon offering coffee machines, fridge, vending machine, fresh fruit, cereal, cookies, nuts, a vast range of teas, bean bags, Green area, tennis table, foosball and X-box facilities

Our fun and friendly atmosphere, and international feel, makes our office an enjoyable and diverse place to be. We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.