

Systems Implementation Engineer

Permanent | Full time

Competitive Salary + benefits



synergy learning

Overview



About Synergy Learning

Established in 2005, Synergy Learning is a leading **remote first** learning technologies company, located in Northern Ireland. We're a global leader in the design and development of custom learning solutions, having helped clients in over 40 countries through more than 1000 projects. We are a certified Moodle partner and a Platinum Totara Partner and have won numerous awards in recognition for our work with these platforms. Our customers are the central focus of everything we do, and we work in partnership with clients as diverse as Ryanair and the National Health Service to help them improve their performance .

We thrive on teamwork and are a community of experts who are proud of our friendly and professional approach to getting the job done. Everything we do is underpinned by our vision, mission and values that are inherent to our day-to-day work.

Who We Are



Our Vision

To be the world leader in results-driven learning technologies that **Excite, Engage & Empower.**

Our Mission

To create incredible learning experiences using technologies that deliver tangible, compelling results for our customers

Our Values

1Team



While we may have different roles and work from different locations, we share a common vision, mission and values that focus our collective efforts.

Innovation



The platforms we build and the stories we create come from innovative, out-of-the-box thinking. We always look for someone who thinks differently.

WOW



We want to create a platform that is the best it can be, making the decision to choose Synergy Learning as simple as possible and deliver an experience that makes customers say 'WOW'

Passion & Commitment



Our team are hand-picked for their commitment to their craft and their work ethos. Passion for a job well done is the driving force behind everything we do.

Fun



We're focused on delivering incredible results but we have a good time! With social events and a range of team building initiatives, you're guaranteed to have a bit of fun too!

What We Offer



The Benefits



Welcome Pack with Latest Hardware



Bonus & Workplace Pension



Local Cafe Discounts



Perkbox Employee Perks Scheme



Monthly Social Events



Company Payday Drinks



Charity Initiatives



Free Tea & Nespresso Coffee



52 Hours Protected Learning



35 Days Annual Leave



Wellbeing Programme



Flexible Working Options

What We Offer



Job Purpose

Synergy Learning is recruiting for a 'Systems Implementation Engineer' who will be focused on the implementation of the systems required to run the applications that we provide to our Customers. This will involve working with our Customers both directly & indirectly.

The on-going maintenance of applications is of paramount importance and this role is a key part of this process.



Person Specification

Of course, not just limited to these two backgrounds!

1. You may be a Moodle or Totara Application Administrator who has been involved in the installation, configuration & maintenance of the application and would love to do that on a regular basis for a large customer base
2. You may come from a systems engineering background and wish to work within the learning technologies sector picking up the application knowledge on the job

What You Offer



Key Responsibilities

- Consult with Synergy Learning customers & prospective customers to specify & configure the hosting service to best meet their requirements. This is mostly within the Synergy Learning infrastructure but on occasion on-premises through remote access
- Support Customers during their on-boarding through the installation & configuration of the application including co-ordinating the technical migration if the customer has an existing application
- Perform Customer on-boarding & off-boarding tasks
- Implement & configure monitoring solutions for the customers hosting service & react to notifications in a proactive manner
- Perform Application updates & upgrades as required including ensuring optimum configuration of the hosting environment
- Become a trusted advisor to the Customer with relation to systems
- Provide excellent technical advice both directly to customers and to colleagues on the Support Team
- Identify opportunities to improve our offering, share client feedback and project status to project stakeholders
- Produce high quality documentation for the systems stage of the implementation process
- Demonstrate leadership in collaborating and cooperating across all functions of 1team to ensure consistent delivery of high quality work
- Work collaboratively with all stakeholders to ensure efficient delivery of products & services
- Participation within the Synergy Learning Security Circle
- Engage proactively with your own professional development through goals, learning and performance management

What You Offer



Essential Criteria

- Able to work under pressure & deliver on-time, on-budget & to quality
- Excellent communication skills both written & verbal
- Excellent client interaction skills, collaborative work style, and strong interpersonal and team skills, with the ability to communicate with technical and non-technical people comfortably
- Must be a customer focused individual with strong decision making skills
- Flexible, with a strong work ethic and willingness to travel when required
- Must be a natural problem solver & adapt to situations as they develop
- Consistently demonstrate alignment with Synergy Learning's values
- LAMP - **L**inux (Ubuntu / Debian preferred) **A**pache **M**ySQL **P**HP
- Knowledge of Hosting Infrastructure (Firewalls, Hypervisors, Network, Load Balancing)
- Enthused by technology & care deeply about quality of service
- Ability to write excellent, clear technical documentation
- Participation in 24x7x365 on-call rota (currently c. 4 days per month)
- Understand all our service offerings and actively identify opportunities to better serve Customers

What You Offer



Desirable Criteria

- Interest in DevOps processes & tooling
- Interest, desire and ability to learn Scripting & Automation
- Monitoring - For example, Nagios / Cacti. Equivalent technologies are acceptable.
- Basic knowledgeable on Amazon Web Services
- Log Analysis & reporting solutions
- Analysis & respond to performance & penetration test results
- Database Management & Tuning (MySQL (primary) / MariaDB / Other)
- Knowledge of Mail Transfer Agents (Eg. Postfix)
- Knowledge of MoodleLMS, Moodle Workplace & Totara TXP

Relationships & Reporting

- Reporting to Head of Operations

How To Apply



If you are a suitably qualified and experienced person and you think you would like to join us, then we'd love to hear from you!

Please use the link provided to send a cover letter explaining why you are the best person to fill this role, outlining your career objectives and how Synergy Learning can help you fulfil them. You should also attach an up to date CV, and answer the supplementary questions as thoroughly as possible.

We are an equal opportunities employer and welcome interest from all suitably qualified individuals. We always recruit on merit alone, but as we are currently underrepresented by females in our workforce, we would particularly like to encourage women to apply.

If you are disabled, and/or require any reasonable adjustments to assist you in applying for this role, or in due course attending an interview, please let us know and we will do all we can to facilitate you.

Data Protection

By applying for this position, you agree that we can process your data. We process this data for recruitment purposes only. We are storing this data in our Applicant Tracking System, which stores data in the U.S and is fully compliant with the EU data protection laws, and we will not share it with anyone else. We would like to keep this data until our open role is filled. We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we will keep it in our database for future roles. Here's a link to our privacy policy, (<https://bit.ly/2KzSF6W>). In this policy, you will find information about our compliance with GDPR (data protection law). You can find how to send us a request to let you access your data that we have collected, request us to delete your data, correct any inaccuracies or restrict our processing of your data. You can contact our DPO at dpo@synergy-learning.com for more information.

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