Senior Network and Systems Administrator

Job title:	Senior Network and Systems Administrator
Function:	Administration and support of all infrastructure, networking and telecoms.
Lines of Communication/	- Upwards – Head of IT - Laterally – Business Systems & Reporting Manager, Business Systems & Reporting Administrator, Systems & Security Administrator - Downwards – Systems & Security Administrator
Hours of work:	40 hours per week 08:00 – 17:00 Monday – Friday
Location:	Yarrow Road head office

Duties:

- Resolve problems reported by end user.

- Managing, monitoring, and updating tickets on the Incident Management System.

- Install and configure software and hardware.

- Manage network servers and technology tools.

- Set up accounts and workstations.

- Monitor performance and maintain systems according to requirements.

- Troubleshoot issues and outages.

- Ensure security through access controls, backups, vulnerability detection and mitigation, and firewalls.

- Upgrade systems with new releases and models

- Develop expertise to train staff on new technologies.

- Create and maintain technical documentation, manuals, and IT policies.

- Liaise with third party support companies where necessary to support where needed.

- Collate and monitor daily/weekly/monthly team performance KPI's.

- Assist with recruitment and training.

- Support in the strategic direction of the company's Networks and Systems

- Manage, train, motivate and monitor direct reports including conducting regular 121's and appraisals.

- Ensure that systems, policies, procedures are implemented, documented, and maintained to agreed timescales and standards.

- Able to get hands on with any role within the team to support in times of absence or high workload.

Systems & Technologies:

Windows Server 2019/2022
Windows 11
Azure
Azure Hybrid AD
Intune/Autopilot
Microsoft Teams - including phone system
Cisco Firewalls
Server Patching
VMWare - Virtual machine management and creation
Backups/DR planning - including Virtual machine restoration (Datto)
Umbrella
VPNs
VLAN experience - creation and management
Switch patching and maintenance
Service Desk Management
Security accreditations - Cyber Security Essentials Plus and ISO27001
Device Provisioning
Active Directory & Group Policy
RDS
Powershell
Papercut/Print management
Sentinel
Defender
365 Administration
NAS Maintenance

The key responsibilities for the role are included here and grouped under the following three headings to give a feel for the emphasis and percentage split of the job

• Routine/scheduled tasks • Reactive support • Proactive projects	20% 60% 20%

Personal Attributes:
- Ability to work under pressure; think clearly and act decisively.
- Good personal organisation skills.
- Good listening and communication skills.
- Good problem-solving skills.
- Team Player
- Ability to multi-task and manage conflicting priorities

Business Focus

Business Awareness	Ensure that all records are kept up to date so that all staff can be of assistance.
Personal Results	Sets oneself clear and challenging objectives in line with the company goals and individual KPI's.

People Focus

Managing Relationships	Builds and maintains good relationships with customers and colleagues by adopting the most appropriate approach to deal with people and situations
Communication– Verbal/ Written	Conveys accurate information effectively, using appropriate methods to reflect the needs of the audience and ensure understanding

Personal Focus

Personal Organisation	Efficient in one's use of time and works in a well structured way

Self Development	Takes responsibility for personal improvement, learning from experience and new situations

Change Focus

Adaptability	Responds positively to changing a business circumstances readily adapts behaviour to maintain effective performance
Strategic Approach	Understands the long term direction of Tower and works in conjunction with this.
Innovation	Thinks of and/or encourages new ideas, and is keen to experiment and see new ideas implemented

Analytical Focus

Information Gathering	Seeks the full range of relevant and accurate information in a methodical way.
Forward Planning	Anticipates the possible demands and outcomes of a particular task or situation – plans and prioritises appropriately
Analysis and Judgement	Logically breaks down problems/situations into their essential parts and draws reasonable conclusions based on their analysis

Quality Focus

Quality Conscious	Consistently works to a high standard and looks for ways to improve current working practises and processes
Initiative	Takes appropriate action before being asked and actively finds solutions to problems. Any queries that are escalated to management level should be presented with a proposed solution.

Last updated: November 2024