

<b>Role:</b>	Enterprise Systems Administrator
<b>Department:</b>	ICT
<b>Salary:</b>	Based on skills and experience
<b>Responsible to:</b>	Enterprise Systems Team Manager

### Job Purpose:

To be part of a professional ICT team providing support for the enterprise system services for Cantium Business Solutions and its customers.

The role will require you to undertake large scale systems enhancements and lead on the delivery of projects. Respond to customer incidents, tasks, requests and problem calls, mentor members of staff and actively contribute to the growth of Cantium Business Solutions.

### Main duties and responsibilities:

- Provide expertise and extensive knowledge in specialist area, working with team members in order to plan for emerging changes, strategies or initiatives within the organisation.
- Provide professional advice on complex and sensitive queries. Attend meetings, instigate and direct the resolution process, in order to inform decisions.
- Investigate potential and actual service problems and recommends solutions. Follows formal procedures to plan and test proposed solutions.
- Review releases, upgrades and fixes available from system software suppliers and identifies those which merit action. Maintains awareness of existing and emerging software and hardware solutions and develops upgrade plans.
- Responsible for analysing system software failure, collects critical information, adhering to agreed procedures. Analyses all documentation, storage dumps and logs relating to system software failures to identify the failing component.
- Isolate failures and recommends actions to circumvent problems and enable the restoration of services with the minimum of business impact. Liaises with suppliers to obtain corrective fixes, installing and testing the fix to ensure a permanent resolution.
- Ensure a full range of defined tasks associated with operating and controlling the installed hardware and software. This may involve the use of multiple hardware and software platforms.
- Respond to enquiries by users, specialists or others and is able to deal effectively with a broad range of problems of complexity, only escalating management attention.
- Follow agreed procedures, carries out routine configuration/installation and provides sufficient information for reconfiguration of hardware and software. Implements system changes and maintenance routines, utilising the appropriate tools and test equipment. Facilitates and oversees installation, removal, upgrading and repair of equipment.
- Investigate and diagnose complex problems, working with users, other staff and suppliers as appropriate. Resolve such problems, co-operating with the Management and operations Skill, to maintain overall performance.

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## Cyber Security and Risk Management responsibilities

- As an employee of Cantium Business Solutions you are required to complete regular mandatory training in relation to Cyber Security and Risk Management and continually ensure your knowledge is kept up to date.
- All Cantium employees have a responsibility to protect the confidentiality, availability and integrity of personal data that is processed by Cantium, as well as a responsibility to report any data disclosed in error.

## Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company’s reputation for delivering high quality back-office services to its customers.

## Person Specification

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 4/5 qualification or equivalent.</li> <li>• Relevant ICT qualification to advanced level or equivalent experience.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• A proven track record in enterprise system administration in a large enterprise or related Service Delivery function working in a centralised team.</li> <li>• Significant experience of engaging with multi agency partners.</li> <li>• Proven experience of Microsoft Server architecture and of Windows and applications design and implementation.</li> <li>• A proven track record of delivery of medium to large projects.</li> <li>• Production of procedural documentation and its use.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent customer skills in order to communicate effectively by telephone, face to face, in writing and with third party contractors.</li> <li>• Able to influence the direction of the technical strategy with peers and wider teams within ICT.</li> <li>• Able to prioritise and organise work across the function.</li> <li>• Ability to learn new software/hardware in a timely manner.</li> <li>• Have the ability to lead the analysis, design and specification of medium complex technical solutions - planning, implementing and documenting.</li> <li>• Proficient with methods, techniques and tools for planning, organising, resourcing, directing, co-ordinating and monitoring ongoing (non-project) activities.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Advanced knowledge of Microsoft Azure and Office 365.</li> <li>• Advanced knowledge of Microsoft Systems and architecture (OS &amp; Roles, Hyper-V, etc).</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Advanced knowledge of Microsoft Apps (Exchange, Identity Management, Systems Centre Configuration Manager, RDS etc.)</li></ul> |
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