Role: Assistant Enterprise Systems Administrator

Department: ICT

Salary: Based on skills and experience

Responsible to: Enterprise System Team Manager

Job Purpose:

Provide ICT support for Cantium Business Solutions enterprise systems. Respond to incidents, problem and carrying out significant planned changes. The role will require you to carry out medium scale systems enhancements and lead on the delivery of medium sized projects for the benefit of Cantium's customers and the smooth operation of the Enterprise Systems infrastructure.

Main duties and responsibilities:

- Investigate potential and actual service problems and recommends solutions.
- Collect critical information in the event of system software failure, adhering to agreed procedures. Analyse all documentation, storage dumps and logs relating to system software failures to identify the failing component.
- Create releases, upgrades and fixes available from system software suppliers and identifies those which merit action. Maintain awareness of existing and emerging software and hardware solutions and develops upgrade plans.
- Isolate failures and recommends actions to circumvent problems and enable the restoration of services with the minimum of business impact. Liaise with suppliers to obtain corrective fixes, installing and testing the fix to ensure a permanent resolution.
- Complete all routine tasks associated with operating and controlling the installed hardware and software, including multiple hardware or software platforms. Use standard procedures and tools to carry out defined management tasks where necessary.
- Respond to calls and enquiries from users, specialists and others and takes appropriate action within defined limits of responsibility or area of specialism to deal with processing priorities. Accept escalations and initiates first-level support action, personally resolving the majority of referred problems.
- Complete routine configuration/installation and provide sufficient information for reconfiguration of hardware and software. Implements system changes and maintenance routines, utilising the appropriate tools and test equipment. Facilitate and oversee installation, removal, upgrading and repair of equipment.
- Undertake Investigations; diagnose and resolve medium impact problems within service level agreement tolerances, referring to users, other staff, and suppliers, as necessary.

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

Qualifications	• Level 4 qualification or equivalent. • Relevant ICT industry recognised qualification to advanced level or equivalent experience.
Experience	• High level of experience of enterprise system administration. related Service Delivery function working in a centralised team. • Working with 3rd party providers. • Experience of Microsoft Server architecture and proven experience of design and implementation. • Project delivery of medium scale projects. • Production of procedural documentation and its use.
Skills & Abilities	• Excellent customer skills in order to communicate effectively by telephone, face to face, in writing and with third party contractors. • Ability to influence technical decisions for the benefit of service delivery. • Able to organise own work, working accurately and efficiently in a busy environment. • Ability to learn new software/hardware in a timely manner. • Excellent analytical and fault finding skills. • Analysis, design and specification of medium complex technical solutions – planning, implementing and documenting.
Knowledge	• Knowledge of Microsoft Systems and architecture (OS & Roles, Hyper-V, etc.) • Knowledge of Microsoft Apps (Exchange, Forefront Identity Manager, Systems Centre Configuration Manager, RDS etc.)