

Role: Senior Enterprise Systems Administrator
Department: ICT
Salary: Based on skills and experience
Responsible to: 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 carry out large scale complex systems enhancements and lead on the delivery of large-scale projects. Respond to customer incidents, tasks, requests and problem call. Co-ordinate team priorities and resources, mentor junior 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, support the Enterprise Systems Team Manager ensuring the work of the team is planned and evaluated, the team are motivated, act as an integrated whole and work with other team leaders to ensure the most effective overall use of resources.
- Provide professional advice on complex and sensitive queries. Attend meetings, instigate and direct the resolution process, in order to inform decisions.
- Complete full impact analysis of new software releases and recommends upgrade plans. Review upgrades and fixes available from system software suppliers and identifies those which merit action.
- Prepare software implementation procedures with fall back contingency plans. Ensures that new versions of system software are properly installed and thoroughly tested.
- Develop and use procedures for collection of critical information in the event of system software failure. Analyses documentation, storage dumps and logs relating to system software failures to identify the failing component.
- Isolate high impact failures and recommends actions to circumvent problems and enable the restoration of services with the minimum of business impact. Manage suppliers to obtain corrective fixes, installing and testing the fix to ensure a permanent resolution.
- Undertake the 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.
- Undertake supervision and advise less experienced colleagues in all aspects of current and correct operational practice.
- Respond to enquiries by users, specialists or others and is able to deal effectively with a broad range of problems of moderate complexity, only escalating those which require senior management attention.
- Supervise all installation and maintenance work associated with the installation as a whole, including changes and maintenance routines. Ensure that procedures are followed, particularly those relating to security and compliance.

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- Ensure that complex high impact enterprise system problems are investigated, diagnosed and resolved, referring to customers, users, other staff and suppliers as necessary.

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Cantium Business Solutions, registered in England & Wales at Sessions House, County Road, Maidstone, Kent ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88.

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Cyber Security and Risk Management responsibilities

- All members of the Cantium Executive and Operational Committees are accountable for ensuring the safety and integrity of the data held and processed across their specific service tower.
- It is your responsibility to ensure all security measures are implemented appropriately within your specific area, in addition to ensuring that all relevant processes and procedures are reviewed on a continual basis to comply with both Cantium policy and standards set by the ISO 27001, Cyber Essentials Plus and other standards as applicable.

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	<ul style="list-style-type: none"> • Level 5 qualification or equivalent. • Relevant ICT industry recognised qualification to advanced level or equivalent experience.
Experience	<ul style="list-style-type: none"> • A proven track record of a senior position in enterprise system management in a large enterprise or related Service Delivery function working in a centralised team. • Substantial experience of Supplier relationship management, including SLA adherence and contract management. • Substantial experience of Microsoft Server architecture and proven experience of complex Windows and applications design and implementation. • Substantial Project delivery of large scale high impact projects • Production of procedural documentation and its use.
Skills & Abilities	<ul style="list-style-type: none"> • Excellent communication skills to communicate effectively with senior officers, with the ability to describe complex technical solutions in plain English. • Excellent ability to be able to influence technical solutions based on business benefit and cost. • High level ability to learn new software/hardware in a timely manner. • Excellent ability to be able to organise the workload of more junior staff, resolving resource conflicts and managing priorities. • Ability to make evidence based decisions based on impact and risk to the ICT Infrastructure and Systems.

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	<ul style="list-style-type: none"> • Proficient at Leading analysis, design and specification of medium / large complex technical solutions - planning, implementing and documenting. • Proficient with methods, techniques and tools for planning, organising, resourcing, directing, co-ordinating and monitoring ongoing (non project) activities.
Knowledge	<ul style="list-style-type: none"> • Expert knowledge of Microsoft Azure and Office 365. • Expert knowledge of Microsoft Systems and architecture (OS & Roles, Hyper-V, etc) • Expert knowledge of Microsoft Apps (Exchange, Forefront Identity Manager, Systems Centre Configuration Manager, RDS, Skype etc.) • Expert knowledge of remote management, configuration & troubleshooting (scripting, automation etc.) • Expert knowledge of Active Directory, DHCP, DNS, Group Policy. • Expert knowledge of managing builds and deployment. • Expert knowledge of Microsoft Administration tools and Services. (MDOP, MBAM etc.) • Advanced knowledge of Microsoft Security standards and implementation. • Technical Field - Knowledge of theory, current practice and latest developments in the relevant field of computer science, telecommunications, software engineering or information systems. • Corporate Industry and Professional Standards - Knowledge of specific standards associated with the role. • Proficient in methods and techniques for structured reviews, including reviews of technical diagrams, test plans, business cases and any other key deliverables. • Proficient in the business environment relating to own sphere of work (KCC and suppliers, customers and partners), in particular those aspects of the business which the team is to support. • Proficient in theory, current practice and latest developments in the relevant field of computer science, telecommunications, software engineering or information systems.

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