

# JOB PROFILE

## Systems Administrator

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Hours per week:	37.5
Reporting Accountability:	Head of IT Infrastructure
Salary Banding:	£32,000 - £47,000

The System Administrator will work closely with the Head of Infrastructure and is responsible for the support and operations of information System (IS) infrastructures within the WANO London Office (LO), which includes datacentre, network and server, telephony, service monitoring, user support/helpdesk, workstation management, servers, storage and related software. This role is responsible for ensuring the availability, integrity and security of all IT systems and infrastructure. There is the potential to travel to the other WANO regional centres.

### Main Responsibilities

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- Installing, maintaining and configuring software, hardware and networks.
- Monitoring system performance and troubleshooting issues.
- Ensuring security and efficiency of IS infrastructure through access controls, backups, firewalls etc.
- Perform server administration tasks, including AD administration, security permissions, group policies, print services, research event log warnings and errors, resource monitoring and backup and restores.
- Perform root-cause analysis by monitoring event logs, warnings and errors and creating SIEM automation and workflows to enhance security.
- Maintaining internal infrastructure requirements including laptop, mobile devices, servers, routers, switches, firewalls, printers, IP Phones, security updates, support internet, LANs/WANs etc.
- Monitoring data centre health using pre-existing management tools and respond to software and hardware issues as they arise; help build, test and maintain new servers, as required.
- Assisting the local and regional teams with delivery of hands-on technical assistance across a wide variety of platforms, on premise and cloud-based, including Office365, Exchange and SharePoint Online.
- Interacting with helpdesk and other teams to assist in troubleshooting, identifying root causes and providing technical support when needed.
- Working with respective counterparts in the Regional Centres (RCs) to deliver organisation-wide projects and support.

- Play an active role in shaping the processes and procedures that govern the day to day operation of the IS department.
- Work with the helpdesk team on a rota basis and provide an escalation point for support and assistance by troubleshooting and identifying root causes when required.

Create and update technical documentation and user guides, and engage in knowledge transfer of key skills to the team. The above list of responsibilities is not exhaustive and WANO reserves the right to amend the post holders' responsibilities as required to support business needs.

## Personal Characteristics

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### Essential

- Excellent inter-personal (relationship) skills with a proven ability to communicate with and influence individuals at all organisational levels.
- A proven ability to work effectively with people from different international cultures and backgrounds.
- A proven ability to work well with and influence senior stakeholders.
- A high-level customer service, interpersonal, and follow up skills.
- The ability to communicate complex messages in a clear and concise manner.
- Consistently driving for high standards.
- Confident in working with external IS consultants.
- Conscientious with a focus on accuracy and attention to detail.
- Willingness to learn and develop new skills.
- Ability to self-manage, organise and prioritise tasks, and work under pressure.
- A strong commitment to WANO's mission and the ability to successfully demonstrate the WANO London Office Behaviours (see page 4)

## Qualifications

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### Essential

- Excellent command of the English language, both verbally and written. As a minimum, certified English skills at C1 level of the Common European Framework of Reference for Languages (or equivalent) are required.

### Desirable

- BSc in Information Technology, Computer Science or related discipline/professional Certifications.
- English skills at C2 level of the European Framework for Languages (or equivalent).

- Holds Microsoft Office Specialist certifications.

## Experience

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### Essential

- Demonstrable experience within an IS infrastructure Environment.
- Experience using core Microsoft technologies including Active Directory (on premise and Azure), Exchange, Office 365 (SharePoint Online), Windows Server OS 2008 R2, 2012 R2 and 2016.
- Knowledge of virtualisation platforms especially VMWare vSphere.
- Demonstrable experience managing backup strategies in a virtualised environment using VEEAM or other similar vendors.
- Proficient in Cisco firewall and networking administration.

### Desirable

- Proficient in FortiGate firewall and networking administration.
- Experience of supporting VoIP telephony systems.
- Good knowledge of scripting (PowerShell).
- Working knowledge of the Microsoft Enterprise Mobility + Security Suite.

