

IT Systems Administrator

Location: Cambridge



Scientia, the global market leader in academic timetabling and resource scheduling software solutions for universities and FE colleges, is growing its team of IT Systems.

With hundreds of customers in close to 30 countries across 6 continents, we are proud to list many of the best universities in the world among our customers.

This role represents a unique opportunity to join a passionate development team focused on building smart software solutions for the problems faced by organisations in optimising their people, places and things.

Main Duties:

Whilst working within the IT Systems team the role holder will support internal staff and company IT infrastructure. They will support queries from colleagues either in person, via email or telephone. They will primarily be based in the Cambridge head office but they will support users worldwide at a number of international and domestic locations.

The role holder will lead and take part in IT system configuration projects and administrative tasks. The ideal candidate will be proficient in dealing with multiple requests and projects at once ensuring all work is prioritised appropriately.

As part of the IT Systems team your role will include activities such as:

- Installation, configuration and maintenance of company IT systems
- Management and Maintenance of desktops, laptops and server equipment
- User administration (Provisioning, Departure etc)
- Maintenance of cloud, on premise and legacy systems and services
- Running IT Inductions for new starters
- Providing 1st and 2nd line support for user issues
- Provide excellent customer service at all times to both external and internal users
- Writing documentation for users of local systems and colleagues
- Liaising with colleagues within other departments to give IT Advice
- Gathering technical requirements and writing specifications for solutions
- Working on internal projects to improve the internal processes IT Systems team
- Delivering tasks and projects within specified time, cost and quality constraints
- Creating change controller plans for any major system upgrade.
- Promote IT and Data Security best practices within the company
- Evaluate system updates to ensure Company systems are keep up to date and secure
- Continual re-evaluation and improvement of IT systems, which includes but is not limited to:
 - Reducing costs
 - Maximising efficiency
 - Improving data security
- Ensuring DR plans are kept up to date and correct for changes to company systems
- Assist in running of regular audits of systems and hardware
- Ensuring compliance with software licensing for the company

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- Knowledge Transfer to other team members
- Contribute to departmental policies with a view of ISO:9001, ISO:14001, ISO:27001 and ITIL

Any other tasks deemed suitable by IT Manager

Qualifications and Experience:

Criteria	Essential	Desirable	Assessed via Application / Interview
Qualifications / Professional Skills	Sufficient IT industry work experience	Degree in an appropriate technical discipline	A
	At least one of the following Qualifications: <ul style="list-style-type: none"> • Degree in appropriate subject • CompTIA N+ • MCSA 	Any of the following Qualifications: <ul style="list-style-type: none"> • CCNA • CompTIA S+ • MCSE 	A
	Experience of monitoring On Premises and Cloud infrastructure		
	Knowledge of change management and change control	Can write change control plans to support the upgrade process for internal systems to ensure smooth system transitions	
	Up to date working knowledge of current computer hardware and software		A/I
	Experience of remotely supporting computer hardware and software		A/I
	Competent/experienced in at least three of the following: <ul style="list-style-type: none"> • Windows Troubleshooting • Office Troubleshooting • Windows Client Admin • Windows Server Admin • DNS • TCP/IP Networking • Active Directory • Office 365 • Change control • Exchange Admin • Virtualisation • AzureAD 	Competent/experienced in two of the following: <ul style="list-style-type: none"> • Mac OS or Linux • PowerShell • IIS • MS SQL or MySQL • Scripting • MS Azure • HTML • C# • ITIL • ISO:27001 	A/I

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	<ul style="list-style-type: none">• AWS• Information Security		
Experience	Experience in project delivery		A/I
	Experience in software and hardware troubleshooting		A/I
	Experience of prioritising workload with competing project tasks.		A/I
Personal Skills	Self-Motivated	Able to motivate other team members	A/I
	Effective time management and organisation skills	Experience of project management	A/I
	Positive attitude to learning new skills and passing knowledge on to other staff within the team and company.	Ability to mentor new members to the team	A/I
	Good appearance and gravitas		I

Interested? Email your CV and Cover Letter to our recruitment team **now**.

Closing Date: 7th December 2018