Job Description

Job Title: IT System Administrator

Reports to: Senior IT System Administrator

Location: Scottish SPCA HQ in Dunfermline and/or remote working as agreed

Hours: 35 hours, Monday to Friday

Salary:

Overall Purpose of the Role:

This is an excellent opportunity to play a vital role within the IT department of our nationally essential not-for-profit organisation.

As an experienced IT System Administrator, you'll have a business-wide responsibility for effective provisioning, installation, configuration and maintenance of our critical IT systems, hardware and software. You'll often take the lead in resolving hardware and software errors, liaising with team members, business colleagues right across the business, and lead conversations with third party product vendors as necessary.

You will oversee and implement application and OS patches and upgrades, as well as be responsible for managing and configuring cloud-based services such as Microsoft 365. Alongside the Senior IT System Administrator, you'll be jointly responsible in technical research and development to enable continuing innovation; Responsible for producing documentation for support knowledge, guidelines, procedures and scripts that facilitate enhanced support practices, and continually improving them. You will also lead in managing planned outages, availability and capacity planning with strong inputs into problem and change management processes.

We're looking for someone with proven and demonstrable experience in core areas of Microsoft OS, application and Microsoft 365 management and troubleshooting, with at least three years of operational experience of system administration in a multi-site organisation. You'll have experience in the management and implementation of OS patching and data backup, and strong understanding of cloud-based systems and SaaS & IaaS technologies.

An excellent communicator who can prioritise and manage their own workload, you'll be able to troubleshoot and resolve complex issues, and to logically tackle and resolve problems in areas where no previous knowledge or experience exists.

Key Responsibilities:

Provide technical & user guidance, troubleshoot deep technical issues and be responsible for the configuration of:

Microsoft stack
- Microsoft 365 Tenant, including Azure Entra ID
- Microsoft Exchange Server and Online
- Microsoft Teams, including Voice
- OneDrive & SharePoint
- MS SQL Server

ManageEngine/Intune MDM
- Utilise ManageEngine/Intune MDM for the management and security of mobile devices within the organisation.

System Configuration and Maintenance:
- Configure, deploy, and maintain servers, workstations, and other hardware components.
- Install and update operating systems, software, and applications, including Microsoft 365 components.

Network Administration:
- Manage & troubleshoot network infrastructure, including routers, switches, firewalls, WiFi and VPN.

Security Management:
- Maintain best practice security measures to protect the organisation's IT assets, including Microsoft 365 security features.

Backup and Recovery:
- Implement & manage backup systems and procedures to ensure data integrity and availability.

Monitoring and Performance Optimisation:
- Monitor all SSPCA infrastructure and services, and overall system performance.
- Proactively address issues to ensure optimal performance and availability.

Documentation:
- Maintain comprehensive documentation of system configurations, processes, and procedures.

Collaboration and Communication:
- Collaborate & lead discussions with cross-functional teams to understand IT requirements.
- Communicate effectively with team members and end-users regarding updates, outages, and changes.

Other duties:
- Any other duties as directed by Senior IT System Administrator or your line manager.

- May be required to work out of hours on an ad-hoc basis

Personal specification:

	Essential	Desirable
Education & qualifications	• A degree in Computer Science, Information Technology or a related field, or at least 3-5 years equivalent experience.	• Relevant Microsoft Certification e.g. MCSE/MCSA/365 administrator
Experience & job knowledge	• Experience in similar role, delivering system administration. • Experience working with a variety of digital products. • Experience with Microsoft 365 administration, including Exchange Online, Teams, Teams Voice, SharePoint, and OneDrive. • Proficiency in Microsoft Teams Voice configurations, including number provisioning, wallboard, reporting, and call recording • Good knowledge of Windows environments, Hyper-V virtualisation, Storage Systems (SAN, NAS) and Remote Desktop technologies • Good knowledge of Networking technologies (LAN, WAN, Firewall and WiFi) • Experience with WSUS for Server patch management. • Experience with Microsoft Intune for OS deployment, software packaging and patch management.	• Knowledge of web based technologies including SSL certificates and cryptography • Experience with Microsoft SQL Server administration. • Familiarity with ManageEngine ServiceDesk Plus and Mobile Device Management (MDM). • Familiarity administering N-able Backup solutions • Familiarity with Sophos Intercept X and Sophos WiFi
Job related skills / competencies	• Excellent understanding of external legislation such as GDPR and Data Protection principles • Excellent understanding of best practice security frameworks such as 27001/SOC2 • Ability to work across several projects concurrently • Able to deal autonomously with unexpected issues • Responsible for making major decisions and providing authoritative advice regarding the procurement, deployment, security and safety of information systems.	• An understanding and commitment to health & safety in the workplace
Personal attributes	• Capable of mentoring colleagues and transferring knowledge as appropriate. • Excellent communication skills and	

	an ability to engage successfully with a wide range of people at all levels within the organisation. • Ability to analyse and articulate technical concepts to non-technical colleagues in a clear and concise manner. • Manage own time efficiently • Demonstrates credibility through producing results. • Team player who works collaboratively and shares expertise • Strong attention to detail and able to perform effectively in a fast-paced environment • Can bring others along with your positive approach and great communication skills •	
Additional relevant criteria	• Full driving license • Ability to work flexibly across the Society's various locations	

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