

## Job Description


- Job Title:** Senior Systems & Network Administrator
- Responsible to:** Head of ICT
- Key Liaisons:** Tier 1 ICT Support Team, Tier 2 Systems & Network Admin, Information System Owners, External Suppliers/Providers

### Job Purpose:

To establish and maintain a stable and resilient service across the estate, ensuring the effective delivery of ICT through a variety of systems used by the organisation, both on-premises and cloud-driven.

The role will involve providing key aspects of operational support and infrastructure management, alongside general guidance and support to the Tier 1 & 2 ICT Service team. You will undertake client, server, and on-premises network and cloud administration alongside technical implementation on digital transformation projects.

### Main Duties:

- > To maintain the operational delivery of ICT services via the timely response and resolution of escalated incidents, within agreed Service Level Agreements.
  - > To deliver high-level systems and network administration at client and infrastructure-level, maintaining key ICT services and infrastructure across the organisation.
  - > To maintain organizational accreditations and certifications, such as Cyber Essentials Plus and NHS DSPT, in line with standards of best practice and operational compliance.
  - > Assisting in the safeguarding of ICT services from security threats via pro-active management of updates and patches to key systems and network infrastructure.
  - > Monitoring of critical ICT services and infrastructure, both cloud and on-premises, highlighting security and performance issues, taking actions as directed.
  - > Actively contributing towards Acorns digital strategy, implementing, and supporting projects in accordance with defined processes.
  - > To maintain effective communication with external organisations in relation to any escalated issue, in addition to ensuring proper execution and resolution for critical vulnerabilities as directed.
  - > Promote a culture of self-sufficiency and collaboration in relation to digital technology across the organisation.
  - > To provide appropriate advice and guidance to the Tier 1 Service Desk team & Tier 2 Systems Administrator in respect to their personal and professional development.
  - > To ensure adherence to standard procedures and best practice surrounding clear ICT documentation and their associated business continuity processes.
  - > To correctly manage data and material relevant to the role, maintaining best practice in relation to information governance and compliance.
  - > To support the Head of ICT in delivering innovative and coherent direction for the development and delivery of a progressive and forward-thinking technical services strategy.
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### Other Duties:

- > Undertake continuing professional development to remain up to date with relevant technology & digital services so the work of the team reflects current thinking and can anticipate changing needs.
- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- > To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
- > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- > To actively participate in a performance and development review process and any training and development identified to further enhance your role with Acorns.
- > Promote a coaching culture within Acorns.
- > To be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing best practice across the team and colleagues.
- > To carry out any other reasonable duty as requested by the Head of ICT.

### Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

### Health and Safety

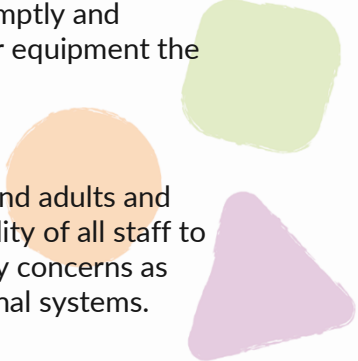
All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.


### Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

### Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk, staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems.





Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

### Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

### Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

### CQC Regulatory Body

Acorns is regulated by Care Quality Commission (CQC). All Employees and Volunteers of Acorns support and influence compliance with the Care Quality Commission (CQC) regulations and support the organisation in maintaining high standards of care and service delivery. This includes an awareness and knowledge of the Key Lines of Enquiry (KLOEs). All Employees and Volunteers of Acorns will work closely with senior management to ensure that the service meets the CQC's five key domains: Safe, Effective, Caring, Responsive, and Well-led, while promoting continuous improvement and high-quality care for all children, young people and families.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

## Person Specification: Senior Systems & Network Administrator

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>&gt; High standard of education to Degree or A-Level, inclusive of relevant ICT qualifications and associated experience.</li> <li>&gt; Deep expertise across Azure, M365, SharePoint, Exchange Online</li> <li>&gt; Microsoft Intune (Win32 app packaging, app deployment and update rings, device compliance policies.)</li> <li>&gt; Entra ID / Active Directory + Group Policy management (Modelling, Designing &amp; troubleshooting GPOs)</li> <li>&gt; Strong understanding of LAN, WAN, VPN, Network Architecture (VLAN design and tagging)</li> <li>&gt; HP Enterprise Switching Skills (VLANS, segmentation, config, troubleshooting, ideally Aruba CX)</li> <li>&gt; Cisco CCNA Certified</li> <li>&gt; Palo Alto Firewall / Strata Cloud Manager Administration</li> <li>&gt; Microsoft AZ-800 Windows Server Core Hybrid Architecture</li> <li>&gt; Microsoft AZ-104 Microsoft Azure Administrator Certified</li> <li>&gt; Relevant professional qualifications or industry certificates with evidence of continuing professional development.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Project Management ( ITILv4 or Prince 2 Foundation )</li> <li>&gt; Microsoft AZ-500 Microsoft Azure Security Engineer Associate</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>&gt; Recent extensive experience of supporting and working with an ICT service driven environment in a 3<sup>rd</sup> line role.</li> <li>Experience of providing ICT support to multiple remote locations.</li> <li>Demonstrable experience in systems administration in relation to:               <ul style="list-style-type: none"> <li>o Group Policy Management</li> <li>o Azure Active Directory (Entra ID).</li> <li>o Exchange Online.</li> <li>o Network Switch Management</li> <li>o Microsoft InTune Packaging &amp; Deployment</li> <li>o Infrastructure management &amp; monitoring</li> <li>o M365 Administration (Advanced)</li> </ul> </li> <li>&gt; Experience of leading on technical projects.</li> <li>&gt; Experience of liaising with external support teams / organisations to an intermediate level.</li> <li>&gt; Extensive experience of supporting a wide range of different hardware devices and software applications including mobile devices.</li> <li>&gt; Experience of installing, troubleshooting, and supporting operational software (e.g., financial applications, web-based applications, CRM solutions, anti-virus, backup etc.) to an intermediate level</li> <li>&gt; Experience of troubleshooting and diagnosing networking / connectivity issues at intermediate to high level.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Experience of working in a not-for-profit or public sector organisation.</li> <li>&gt; Experience of cloud migrations or administration of cloud environments such as Microsoft 365.</li> <li>&gt; Experience of change control / ITIL</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>&gt; Experience working with Palo Alto / Strata Cloud Manager</li> <li>&gt; Extensive knowledge of configuring HP Switches and VLAN management</li> <li>&gt; Extensive technical knowledge of current technologies in the Microsoft product stack. ( SharePoint, Azure, Exchange Online, Microsoft 365)</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Experience working with a Service Desk Teams</li> <li>&gt; Knowledge of HP Servers, Storage Devices and Switches. Cisco Meraki Wireless Access Point infrastructure.</li> <li>&gt; Experience working with VoIP Systems ( 8 x 8 )</li> </ul>



	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>&gt; Knowledge of cloud computing and related virtualisation technologies such as Hyper-V</li> <li>&gt; High level knowledge and understanding of LANs, WANs, VPNs and common networking configuration and components.</li> <li>&gt; Able to demonstrate good situational awareness and appropriately respond to changing circumstances.</li> <li>&gt; Strong communication and inter-personal skills, diplomatic and able to inspire confidence in others and explain technical matters clearly.</li> <li>&gt; Proven analytical, problem solving and technical troubleshooting skills when under pressure.</li> <li>&gt; Advanced knowledge of helpdesk / service desk processes, practices and service level agreements.</li> <li>&gt; Strong organisational and administration skills.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Experience working with Veeam / Backup Solutions</li> </ul>
<b>Personal Attributes/Abilities</b>	<ul style="list-style-type: none"> <li>&gt; Ability to demonstrate initiative and work both independently and within a team under general direction in a fast-paced ICT environment.</li> <li>&gt; To be self-sufficient, innovative, and maintain focus in a modern remote working and hybrid working environment.</li> <li>&gt; Pleasant, confident, and able to communicate technical knowledge to a non-technical audience in a clear and concise manner.</li> <li>&gt; Ability to use initiative and make decisions independently.</li> <li>&gt; Solution-focused with a strong aptitude for customer service.</li> <li>&gt; Excellent written and verbal communication skills with the ability to relay technical information to a non-technical audience.</li> <li>&gt; Proven planning and time-management skills.</li> <li>&gt; Ability to apply existing knowledge and skills to different systems and settings.</li> <li>&gt; Demonstrate an appreciation for and understanding of how the role relates to the wider organisation.</li> <li>&gt; Strong self-awareness and personal motivation.</li> <li>&gt; Ability to travel independently across the Acorns region</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Experience of having worked in a clinical or care-driven organisation or environment.</li> <li>&gt; Willingness to be flexible / occasionally work outside of agreed hours.</li> </ul>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>&gt; Build collaborative relationships across the organisation, creating a culture of cross function working.</li> <li>&gt; Positive, enthusiastic approach &amp; can-do attitude.</li> <li>&gt; Curious, always seeking to understand and improve experience of customers.</li> <li>&gt; Open to change and continuous improvement.</li> <li>&gt; Innovative mindset and passionate about learning.</li> <li>&gt; Commitment to the Acorns strategy &amp; its success.</li> <li>&gt; Driven in your approach to strive for excellence and build lasting partnerships for Acorns.</li> </ul>	





## Terms and Conditions of Employment

<b>Job Title:</b>	Senior Systems & Network Administrator
<b>Responsible To:</b>	Head of ICT
<b>Location:</b>	Acorns Children's Hospice Carillon House Chapel Lane Wythall B47 6JX
	Hybrid working, with travel across all Acorns sites
<b>Salary:</b>	£46,000 per annum
<b>Notice:</b>	8 weeks
<b>Hours:</b>	37.5 hours per week
<b>Holidays:</b>	27 days plus statutory bank holidays
<b>Pension:</b>	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
<b>Life Assurance:</b>	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.

