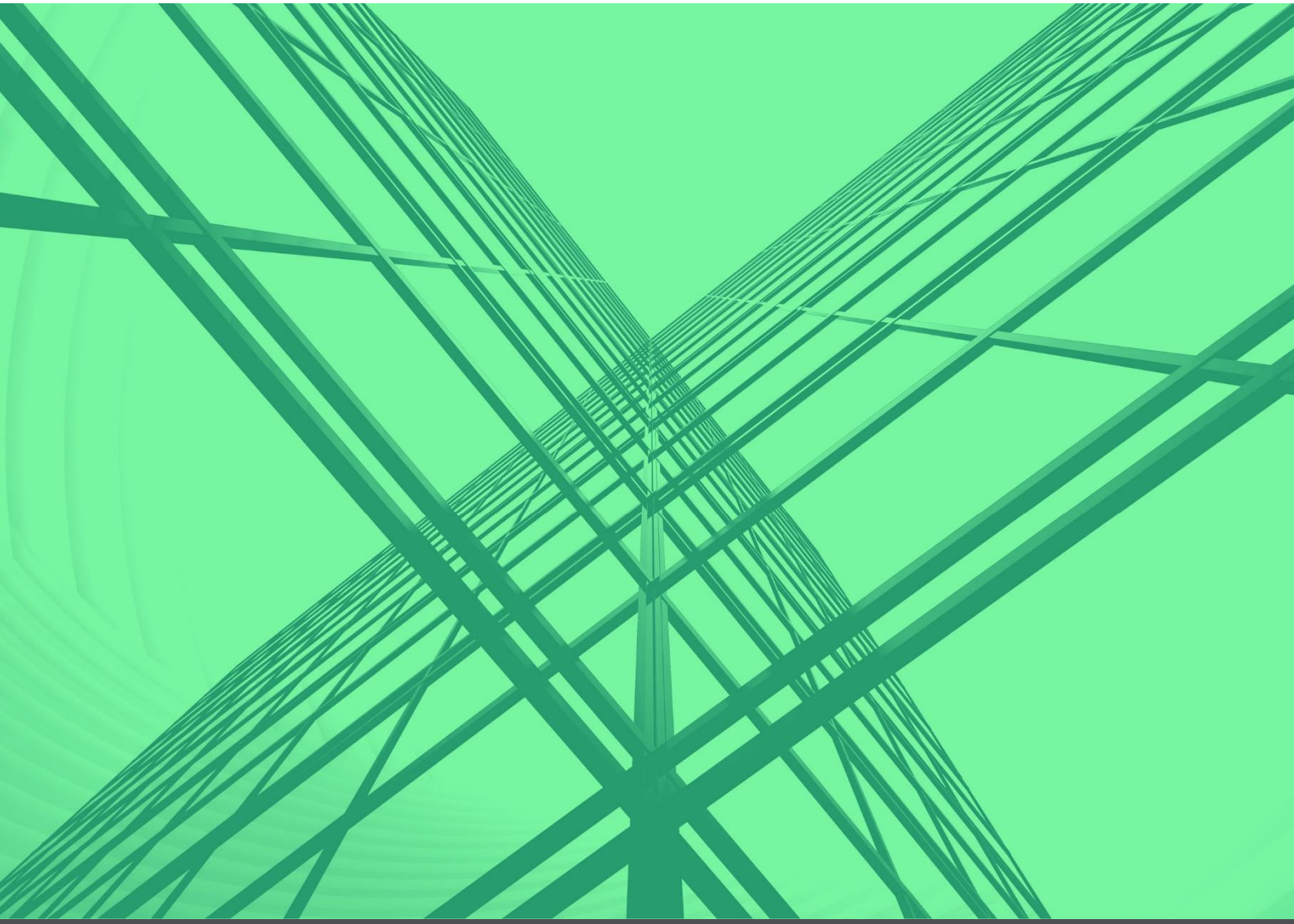
The Institution of Structural Engineers

IT Systems Administrator

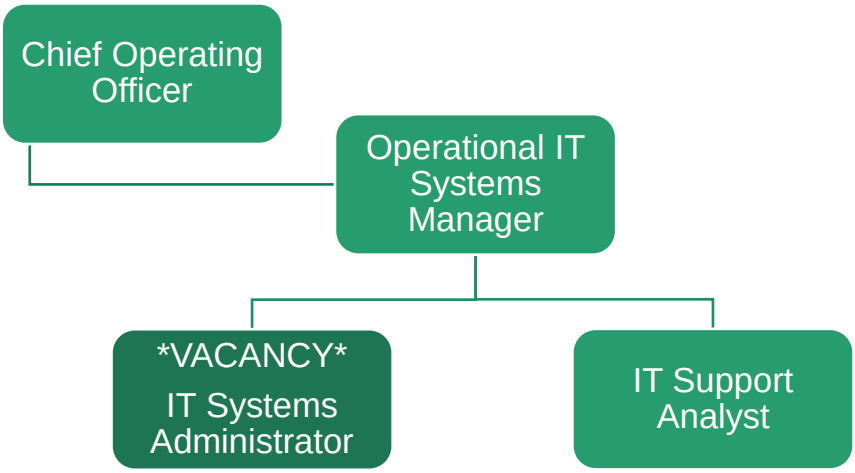
CANDIDATE PACK
Full Time
35 hours per week



The Operational IT Team

Our inhouse IT team are a small but busy team of 3 that report into the Chief Operating Officer. The team collectively cover all ICT Operations, so that the Institution can carry out its main function of supporting structural engineers worldwide.

This translates to maintaining existing servers, looking after the helpdesk for circa 65 staff, and maintaining our infrastructure which is comprised of Windows 10 Client PCs, Networking, Telephones and Audio-Visual equipment in our conference rooms. They are also collectively responsible for ensuring compliance of all systems and system security, GDPR and PCI DSS Compliance.



The IT Systems Administrator is an integral part of the team, working closely and in conjunction with the Operational IT Systems Manager on projects and deputising for them as required. You will provide 2nd and 3rd line support to all staff and be the point of escalation for the IT Support Analyst for any complex 1st line queries; providing guidance for their development as necessary.

You will also undertake ongoing management of the Institution's Infrastructure and IT systems, and help to plan, develop and deliver appropriate solutions that best supports the activities of the organisation.

The contract is permanent, working 35 hours a week, but the IT team also operates an out of hours rota for tasks such as system upgrades etc. Once familiar with the role, you will be required to provide support out of normal office hours.

This role would suit an experienced all-round IT professional looking to expand their career; someone who enjoys working with people to expertly and proactively resolve queries, as most of the contact with users will be face to face.

Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 65 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open-plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit in to our small organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

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Job description and person specification

1. Job details

Job title: IT Systems Administrator

Reports to: Operational IT Systems Manager

Date: October 2019

Location: The Institution's HQ, London or elsewhere as reasonably required.

2. Job purpose

To provide an escalation point for 1st line ICT queries and providing 2nd/3rd line support for issues or changes raised by Institution staff.

To ensure agreed levels of system uptime are achieved for the Institution ICT infrastructure, and that the management of key services like updates, security and backups ensure a compliant network.

To work closely with the Operational IT Systems Manager to plan, develop and deliver appropriate ICT network designs and architecture that best supports the activities of the organisation.

To support delivery of projects ranging from infrastructure improvements to the introduction of new or upgraded systems where required for operational or transformational purposes.

3. Role and responsibilities

1. Work collaboratively with the IT Support Analyst, acting as first point of escalation for 1st line support and resolving most 2nd/3rd line support issues, using the helpdesk ticketing system. Escalating the more complex 2nd or 3rd line queries to the Operational IT Systems manager, as needed.

2. Oversee, and cover where required, the daily administrative tasks such as regular updates of servers, desktops, network switches and software estate, backups

3. Provide ongoing monitoring and reporting of key security systems and processes – e.g. patch management, anti-virus, SIEM log analysis, email security, etc.

4. Support the WAN & LAN infrastructure including TCP/IP, DHCP, DNS, VPN, firewalls, switches and wireless access points.

5. Ensure network and infrastructure documentation is developed and maintained.

6. Monitor and maintain the Microsoft SQL server environments under guidance of the Operational IT Systems Manager, such systems include Microsoft SQL Server, Various CRM systems and Finance systems (GP Dynamics)

7. Monitor and maintain the VMWare ESXi and vCentre server environments as well as hosted VDC areas.

8. Maintain the Microsoft Active Directory and Group Policies, the Microsoft Exchange Server / Microsoft Office 365 environment.

9. Support the VOIP telephony and videoconferencing infrastructure and maintain all remote access services using Microsoft Remote Desktop Services and VPN.

10. Monitor and report on system uptime, capacity and availability for all environments to ensure agreed system availability, performance and security is maintained.

11. Monitor backups and coordinate test restores and other requirements from a Business Continuity perspective.

12. Act as the escalation point for any AV issues arising from room hires or internal meetings.

13. Prepare guidance and training for staff as required. This might consist of security awareness training, or guidance on systems and processes.

14. Undertake work on specific projects under the direction of the Operational IT Systems Manager, carrying out documentation of systems and processes and remediation work where required.

15. Provide out of hours support as required in rota with existing members of the senior IT Team, agreed in advance with the Operational IT Systems Manager.

4. General responsibilities

1. Network and build positive working relationships, attending relevant conferences or training, as required. Develop and grow personal knowledge and expertise.

2. Attend and proactively input into weekly team meetings.

3. Make suggestions for improving processes, systems etc. which support the efficiency and stability of the Institution using scripting technologies.

4. Comply with all Institution Policy and Procedures.

5. Any other reasonable ad hoc duties as requested.

5. Communications and working relationships

1. All Staff.

2. Institution Members – when they visit HQ and have need of IT assistance.

3. Website users – minimal support for website users having issues with the websites via helpdesk.

4. Suppliers – existing support providers, and during the procurement process for new hardware/software.

5. External IT consultants/contractors – where required.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
Qualifications and Knowledge	
Educated to Degree level or equivalent ideally in a related field	E
Knowledge and understanding of: • Microsoft Server operating systems (2008R2, 2012, 2012R2, 2016, 2019) • Microsoft Network services: Active Directory, DNS, DHCP, Print and file sharing • Standard Microsoft desktop products – Windows 10, Office 365, Office 2016, Visio, Skype For Business, etc. • Cyber-security – anti-virus, email security solutions, patch management, firewalls, and log analysis • VMWare ESXi and vCentre server, together with server hardware experience and Storage Array experience. (DELL EqualLogic and Netapp E Series) • Backup and restore software and services (VEEAM) • VoIP (cloud-hosted telephony) and IPSEC/SSL VPN • Windows scripting	E
Knowledge and understanding of: • Integra (membership and CRM), Kentico CMS, Microsoft Dynamics GP, and Wrike • Helpdesk ticketing systems, particularly ManageEngine Service Desk Plus • Physical and logical LAN and WAN infrastructure principles • Microsoft SQL server administration and TSQL • Mac OS X exposure • ADFS technologies • AD-DFS technologies • ITIL Processes	D
Knowledge and understanding of PCI/DSS and GDPR	D
Project management qualification	D
Knowledge and understanding of a professional institution, membership or licensing/regulatory body environment or similar and the importance of its operational IT and communications systems	D

Criteria	Essential/Desirable
Skills	
Strong technical problem-solving skills and ability to diagnose technical problems quickly	E
Excellent English written and oral communication skills with the ability to communicate complex and technical information in a clear and simplified manner to a professional and non-IT audience	E
Excellent organisational skills, able to work independently with minimal supervision and with a systemised/methodical approach to managing multi-stream and complex workload with the ability to work under pressure to meet tight deadlines	E
Excellent interpersonal skills to be client focused and facing with a professional approach to work, colleagues and external contacts	E
Attention to detail, accuracy and ability to check detailed information, able to critique own work and the work of others	E
Flexible and resourceful and able to work in a small team, collaborative to work with other departments	E
Experience	
Working in a helpdesk support environment, dealing with a variety of issues in a 2nd and 3rd line capacity – supporting colleagues in resolution of these issues; ideally gained where the client contact is mostly face to face.	E
Carrying out daily IT administrative tasks, for example, backups, security, AD Maintenance etc.	E
Monitoring and maintaining key security systems and processes, SQL server environments, VM Ware, system uptime and backups.	E
Supporting the WAN and LAN infrastructure in a medium sized office.	E
Producing relevant systems documentations and process creation towards the achievement of PCI DSS requirements or equivalent regulatory scheme.	E
Supporting staff and clients to troubleshoot basic AV issues in an office or conferencing setting.	E
Working on multiple projects of differing complexity simultaneously. Experience of project management from inception to completion	D
Assisting/supporting implementation and user training on new systems, including writing guidelines for the team and other staff as appropriate.	E

This job description does not form part of the contract of employment and may be subject to change.

Salary and package details

Salary: £40,000 per annum subject to experience

Contract: Full time – 35 hours a week within a flexi-time system

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

From the join date:

- 23 days annual leave per annum plus bank holidays, rising with service
- Life Insurance – death benefit subject to scheme eligibility rules

From the successful completion of the probation period, whilst provided at the Institution's discretion, may be subject to scheme eligibility rules:

- Participate in the Institution's pension plan arrangements
- Private Medical Insurance
- Health Cash Plan
- Permanent Health Insurance
- Season Ticket Loan
- Reimbursement of one membership subscription to an agreed appropriate professional association, including this Institution.

The Institution reserves the right to exercise its discretion to amend or withdraw any or all of the above benefits.

How to apply; the recruitment process

Applicants should submit their up to date CV and cover letter demonstrating how they meet the knowledge, skills and experience required for the role as depicted in the job description.

Please send your CV and cover letter to hr@istructe.org.

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications we receive we cannot write to all applicants.

Applicants **must** possess a current right to work in the UK on a **permanent** basis.

The selection process will consist of a job-related assessment followed by a face to face interview with the Operational IT Systems Manager and a member of the Human Resources Team. The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team or the Institution.

Applicants who are successful at first interview will be invited for a second interview.

The Institution of Structural Engineers

With over 32,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

Governance

The Institution of Structural Engineers is governed under its Royal Charter, bye-laws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 65 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

Our values

The Institution of Structural Engineers has three core values in which our work is focused. These areas aim to support the role of the structural engineer around the world and help to ensure that the environment we build will inspire future generations.

Professional standards

We endeavour to ensure that our members are highly skilled and work to the highest level by maintaining a commitment to professional standards within structural engineering.

We strive for continued technical excellence; advancing safety and innovation across the built environment.

Celebrating excellence

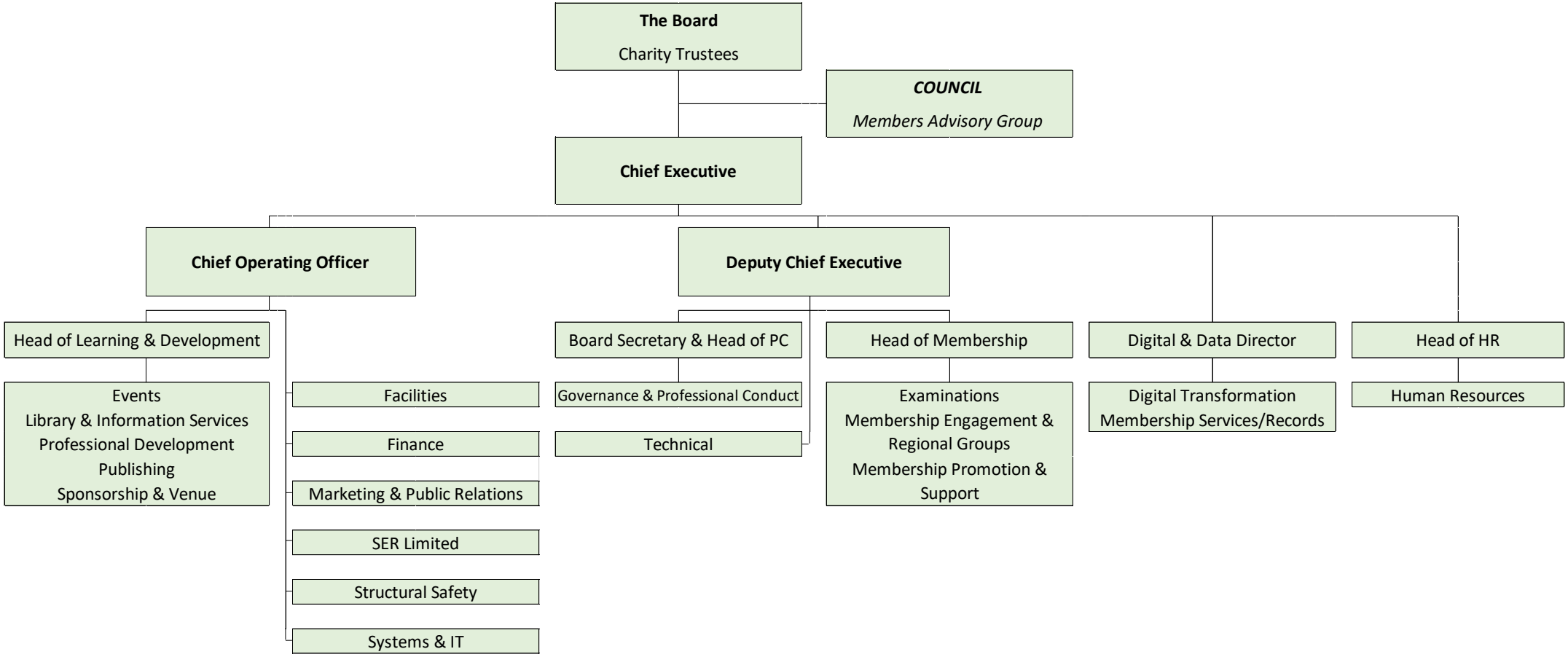
It is our goal to celebrate and reward the most talented structural designers in the field.

We promote greater understanding of the structural engineering profession by sharing the achievements and milestones of the industry with the public, creating an immediate and lasting impression of how structural engineers shape the environment.

Sustainability

The Institution leads best practice on the key issues facing the structural engineering industry.

We aspire to create and promote sustainable solutions that can be used in practice in the built environment.

For more detailed information about the Institution please visit our website.

Organisational Structure