**Job Description**

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| **Position:** | IT Systems Administrator |
| **About the Company, and working environment:** | CyanConnode is a world leader in narrowband radio frequency (RF) Smart Mesh Networks, headquartered in Cambridge UK, with subsidiaries in India and Sweden. CyanConnode is an equal opportunity employer and we take pride in the diversity of our employees, valuing the special experience and expertise that people from different cultures and backgrounds bring to our business. We are a global organization with employees from many different countries and backgrounds in the UK and India. The ability to develop ground-breaking technologies is one of our key assets and our people make it happen. Open plan office with excellent facilities, adjacent to the world-renowned Science Park in Cambridge, with access to private meeting rooms and private car parking, and hybrid working environment. |
| **Directly reports to:** | Chief Finance Officer |
| **Direct Reports** | None |
| **Regularly interacts with:** | All members of Cyan staff and IT suppliers |
| **Primary location:** | Cambridge |
| **Travel requirements:** | Minimal |
| **Role description:** | To provide 1st/2nd line support to all users across the organisation, logging Incidents and Service Requests accurately and resolving in a timely fashion. Administration and support for Windows clients, O365, Windows server, Active Directory, Linux, WordPress website administration, LAN, WAN, VPN. Support for all Windows and Linux laptops, desktops and servers, firewalls, databases, email services, intranet and external website, LAN, WAN, VPN, internet connectivity, backups, user support for all hardware and software, software licensing, domain name registrations, VPN certificate management. Support and maintain Microsoft 365 tenant, SharePoint, Teams and on-prem Windows Server Active Directory.  |
| **Primary responsibilities****will include:** | * Supporting all company devices including servers, desktops, laptops, printers, software and mobile devices.
* Installing and configuring computer hardware, software, systems, network devices, printers, and scanners.
* Setting up new starters and issuing IT equipment
* Maintaining asset registers enabling the tracking of all IT assets
* Managing assignment and return of IT equipment and IT asset disposals.
* Providing advice and guidance to users on the use of IT systems and
* software.
* Provide IT support on small projects and office/desk moves.
* Promote IT best practice and security awareness.
* Provide IT support for any internal or external events including setting
* up and testing equipment.
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| **Experience and skills:** | * Windows 10/11 desktop, Windows Server 2012
* Office applications inc. Outlook, Teams, SharePoint
* Sophos Central, BitLocker, LastPass
* Virtualisation: Virtualbox, Xenserver
* Sage Accounts 50
* Jira/Confluence, Gitlab, TeamViewer, Ubiquiti Unifi Wi-Fi
* WordPress administration and updates
* Sonic Firewall SSL VPN remote workers
* AWS EC2 servers and Route53 DNS
* Networks, DHCP, DNS, VLANS, VPNs, Firewall, router and switch configuration. Network security, incident response, endpoint security management.
* Server, desktop and laptop build and support
* Policies and Processes: Continuous improvement of ISO 27001 security policies and ISO 9001 processes
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| **Qualifications** | * Microsoft Administrator level
* 3-5 years experience in a similar role
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| **Personal attributes:** | * Strong oral and written communication skills
* Strong interpersonal skills
* Critical thinking skills
* Strategic thinking
* Work independently
* Comfortable working in a dynamic work environment
* Cooperative outlook and approachable personality
* Attention to detail
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| **Benefits:** | * 25 days annual leave
* Private health insurance plan (currently BUPA)
* Pension scheme with employer contributions
* Life cover (3 x salary)
* Share options
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| **Date document compiled:** | June 2024 |

This Job Description, along with any set yearly objectives, form the basis of the position and will be used to manage the employee who carries out the role. In addition or as an alternative to the ‘normal’ responsibilities as described, the employee may from time-to-time be required to undertake, on a temporary or regular basis, additional duties within their capabilities as the needs of the Company's business may require.

