

Hosting Senior System Administrator

Public Sector Hosting

Home based with occasional travel to Idox offices.

About the role

We are seeking a skilled Senior System Administrator to support and enhance our hosted solutions across both private and public cloud environments. This role is essential in ensuring the availability, security, performance and compliance of hosted services against our published service levels and descriptions. The ideal candidate will bring deep expertise in managing complex IT environments and a passion for optimizing infrastructure to deliver world-class hosting solutions.

Key Responsibilities:

- Infrastructure Management for Private and Public Clouds:
 - Administer and optimize hosted solutions across private and public cloud platforms (e.g., VMware, Azure, AWS).
 - Design, implement, and maintain infrastructure to ensure scalability, performance, and reliability.
 - Manage hybrid cloud setups, ensuring seamless integration and interoperability.
- Ensure Availability and Performance:
 - Maintain high availability of hosted services in order to meet SLAs.
 - Implement redundancy, disaster recovery, and failover mechanisms to minimize downtime.
 - Deploy and maintain monitoring solutions for both private and public cloud-hosted systems to identify and resolve issues proactively.
 - Analyse performance metrics and implement optimizations to ensure alignment with SLA requirements.
- Presentation Tier Administration:
 - Manage and maintain Citrix NetScaler for load balancing, secure access, and application delivery.
 - Administer and maintain Citrix Virtual Apps, Remote Desktop Services and Azure Virtual Desktop to deliver hosted applications and ensure a seamless end-user experience.
- Windows Server Administration:
 - Deploy, configure, and manage Windows Server systems in private and public cloud-hosted setups.
 - Configure and troubleshoot Group Policy Objects (GPOs) to enforce security and operational policies.
 - Perform advanced troubleshooting to quickly resolve issues affecting hosted environments.
- Security and Compliance:
 - Implement and maintain robust security protocols for hosted solutions, including firewalls, encryption, and access controls.
 - Conduct regular security audits, vulnerability assessments, and patch management to meet compliance standards.
 - Ensure hosted environments adhere to industry and regulatory security requirements.
 - Utilize System Center Configuration Manager for software deployments, updates, and compliance in private and public cloud setups.
 - Ensure robust backup management and monitoring
- Automation and Scripting:
 - Develop and optimize PowerShell scripts to automate administration, monitoring, and incident response across hybrid environments.

- Streamline processes to reduce manual efforts and improve operational efficiency.
- Documentation and Collaboration:
 - Maintain comprehensive documentation of hosted solutions, including configurations, procedures, and troubleshooting guides.
 - Collaborate with cross-functional teams and clients to design and implement tailored hosted solutions.
- Leadership
 - Assisting, training and mentoring team members to upskill and follow best practice.

Skills & Qualifications

- Bachelor's degree in Computer Science, Information Technology, or related field (or equivalent experience).
- 5+ years of experience in a senior IT administration role, ideally with a focus on hosted solutions across private and public cloud environments.
- Expertise in Citrix NetScaler, Citrix Virtual Apps, RDS, AVD, Azure, SQL Clustering, and SSL Certificates in hosted and hybrid environments.
- Strong knowledge of Windows Server administration including, standardised builds to published standards, Active Directory, Group Policy and DNS.
- Expertise in identifying and resolving complex issues, including advanced network troubleshooting advanced troubleshooting, and system hardening.
- Hands-on experience with System Center Configuration Manager (SCCM) for multi-tenant and cloud-hosted setups.
- Advanced skills in PowerShell scripting for automation in hybrid infrastructures.
- Familiarity with monitoring tools like Zabbix, PRTG, or other hybrid cloud monitoring platforms.
- Proven track record of maintaining uptime and security in private and public cloud-hosted environments to meet SLA and compliance requirements.

To be successful, you should bring

- An understanding of how software and related services can improve the effectiveness of Public Sector organisations
- A consultative approach, able to influence others to support objectives
- Demonstrable ability to communicate, present and influence key stakeholders
- Experience delivering customer-focused solutions to customer needs
- Proven ability to juggle multiple issues, while maintaining sharp attention to detail
- Excellent listening and communication abilities
- An ability to form strong and mutually beneficial business relationships
- A track record of achieving targets, goals, and objectives
- Strong written, listening, and oral communication skills
- High level of commitment and passion for achieving levels of service excellence
- Excellent time management and prioritisation skills.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments. Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 660 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism
We shape our future



Responsibility
We are accountable for our actions



Integrity
We do the right thing



Valued
We value each other



Excellence
We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to **join.us@idoxgroup.com**

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>