senior systems engineer

job description and organisational overview

stewardship®

transforming generosity

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Job overview

Post: Senior Systems Engineer. A full time post reporting to the IT Manager

Location: 1 Lamb's Passage, London, EC1Y 8AB

Salary: £41,000 - £47,000 depending on experience.

Closing date: Friday 20 March 2020 at 5pm. Interviews week commencing 30 March 2020.

Background

In the autumn of 1906, eleven Christians gathered around a table to witness the birth of the United Kingdom Evangelization Trust (UKET). Progressive for its time, UKET's primary function was to hold in trust resources generously given by its members for Christian based philanthropy.

Fast forward 114 years and Stewardship remains a progressive pioneer of Christian generosity; receiving, investing and releasing over £70 million of charitable giving each year.

But we're just getting started.

The need for what we do has never been greater - churches, charities and ministries are losing valuable time to increasingly complex legal and financial compliance. The opportunities for mission and ministry have never been greater, but those called to this important work are under-financed, under-resourced and burning out. And for all Christians, called to live and give generously, the pressures of modern life and confusion over how to give well, is restricting an abundant outpouring of generosity.

So, right now, we're redoubling our efforts and embarking on our most ambitious growth programme to date, to help radically and generously resource God's kingdom for the 21st Century. We're investing in technology to grow our Christian giving platform, creating a marketplace where those wishing to give can meet those in need of funds; we're increasing the support we provide to church plants, fast growing churches and Christian charities to develop strong and biblically sound approaches to their finances and governance.

And we're growing a team of passionate believers in Jesus, who want to make this happen.

Mission, vision and values

Our vision is for the world to encounter Jesus through the generosity of His church.

Our mission is **transforming generosity**:

We make giving easy and help over 25,000 individuals to give around £70 million each year, to our database of over 19,000 charitable causes. We help people organise all of their charitable giving from the first gift to the last, any amount at any age, using their Stewardship giving account. Our online fundraising website, give.net, helps hundreds of causes raise more money each year.

We inspire greater generosity from the Christian community too, through our wealth of resources, courses and campaigns for individuals and churches alike. We challenge and provoke the church to teach more effectively on generosity. Our own generosity campaigns and resources, including the award-winning 40acts, attract thousands each year.

We strengthen Christian causes too, by offering practical, tailored financial and legal support to help Churches and Christian charities to transform the world. We offer a range of professional, legal and financial support services to churches, charities and individuals.

At our core, as believers in Jesus Christ, are the biblical values of:

Generosity   **Integrity**   **Relationship**   **Excellence**

Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.

- Active membership of local church congregation.
- Undergone course of teaching or training in personal financial stewardship and giving/generosity or experiencing the benefits from personal discipleship in this area.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues and clients, where appropriate

Job description

Overview

Due to the breadth of services we offer, including online charitable giving accounts, payroll, loans and deposits, account examination, educational resources and digital marketing campaigns, our IT systems are complex and diverse. The current team of 5 each contribute in-depth knowledge and enthusiasm to the diverse daily challenges.

We are now recruiting for a Senior Systems Engineer, based at our offices in the City. This is an opportunity to work amongst a small but growing team, gaining exposure to a variety of systems and play a significant part in driving forward our mission.

Reporting to the IT Manager, you will be working in a fast paced and busy environment, providing a wide range of IT support ensuring the high availability and continued advancement of systems for Stewardship customers and staff.

Stewardship's IT environment reflects this breadth and complexity of the services it provides. Using the latest technologies, the Stewardship IT team strive to provide secure, fast and reliable services to both internal and external customers. Working with others from across the business, we are determined to deliver innovative solutions to deliver our mission of transforming generosity.

At a time of big vision and rapid growth, IT continues to play an essential role in the future of Stewardship and we have identified a number of new and exciting projects along the journey to delivering our strategy.

Your role will consist of project work, being a key project team member, or lead, for new and infrastructure upgrade projects. You will also provide 2nd line support for escalated end user support issues. You will also have responsibility for maintaining existing systems and infrastructure.

Main responsibilities

- Take key roles in the specification, selection and implementation of projects to deliver new systems.
- Maintain the security of Stewardship's IT systems in day-to-day operations and in the delivery of projects.
- Monitor and maintain regular backups of Stewardship's systems and data.
- Maintain and support Stewardship's 24/7 mission critical IT systems, with early identification and resolution of issues.
- Provide operational support for a range of end-user IT systems.
- Setup and configure new server and network equipment to agreed standards, ensuring high availability and performance.
- Provide leadership, support and training to junior members of the IT team.
- Produce and maintain clear documentation for the configuration and use of

Stewardship's IT systems for both technical and non-technical audiences.

Person specification

You

We recognise that to be great at your role there are certain characteristics that are important, and others that enable a good fit within our existing team, and culture:

- As a committed Christian and active member of your Church, you're looking for a new career challenge where you'll be able to put the technical expertise you gained throughout your career to good use.
- You are willing to pray alongside other team members and the wider staff team.
- You have a strong desire to learn and actively seek out new technologies and trends, often looking for new and creative ways of doing things. Whether through written or verbal instruction, you're able to explain these complex technical concepts or procedures clearly to others with little or no technical understanding.
- You have a commitment to meeting deadlines, and are able to plan and prioritise your work to fit in with the broader plans of the team and the rest of the organisation.
- You take pride in what you do, aiming to deliver the highest possible service to both your internal and external customers and have a keen eye for detail, often noticing when something "isn't quite right". You're able to quickly and effectively prioritise this against the large number of tasks you are responsible for delivering as well as the bigger picture organisational priorities. Inefficient processes bother you and you often think about ways in which they might be improved. You understand the importance of engaging the business throughout the change process.
- You enjoy working as part of a team, recognising the importance that your contribution, as well as that of others, plays in achieving both team and individual goals. You have a flexible approach to work motivated by the fast pace of life within IT, with rapidly changing workloads and priorities, you've probably worked some unusual hours in the past and are not afraid to step up and take responsibility to go above and beyond to deliver an important project on time or resolve a significant service affecting issue. You know this can be a stressful environment, but remain calm and still share a joke.
- Although regular business travel is not part of the role, occasional use of hire-vehicles may be necessary for which a clean full driving license is required.

Your Experience

We are believers in investing in talent and potential, however for the best chance of success experience in most of the following will stand you in good stead:

- Educated to degree level, or holding equivalent IT qualifications gained during your career, you have a high level of knowledge of the latest Microsoft cloud, server and desktop technologies gained through several years experience implementing and

managing these environments.

- Good security practice flows through all that you do, being aware of security measures such as the SANs Top 20 Critical Security Controls and OWASP Top 10. You know why security is an essential part of modern business and are familiar designing, configuring and maintaining systems to industry best practice and compliant with regulations such as the Data Protection Act/GDPR and PCI-DSS. You have experience managing security and perimeter devices and configuring policies to keep networks and data secure.

- You will have a good operational knowledge across a broad range of systems, with deep level knowledge in Microsoft Azure and Office 365. Experience of Amazon Web Services would be an advantage.

- You've seen the benefits virtualisation and cloud computing have brought to IT and business operations and have been lead or been a key member of teams delivering this change.

- You have implemented systems requiring high-availability, having experience of SQL AlwaysOn Availability Groups and server load balancing. You understand various concepts for business continuity to meet RTOs using various tools at your disposal for backups, replication and snapshots to ensure that appropriate arrangements are in place should the worst happen.

- You have used analytics, threat detection, and monitoring tools to make data driven decisions. Using automated system deployment and configuration tools such as Chef or Puppet have helped you work more effectively and ensure consistency across systems and patch management tools to keep systems and third-party software up to date. Experience of scripting and programming languages such as PowerShell and Ruby would be an advantage.

- You will have strong experience of managing networks including quality of service, VLANs, etc. to help ensure secure and optimised networks.

Working for us

Working hours

This is a full-time post. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work on a flexi-time basis between 8.30am and 6pm in accordance with the needs of the organisation. You will be expected to provide "on call" cover responding to alerts raised for critical systems outside of these hours, shared on a rota basis with other members of the team. Occasional out of hours work (including weekends) may be required in accordance with the needs of the organisation.

Annual leave

27 days.

Company benefits

Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary, into a group personal pension scheme (applicable after 3 months service). A salary sacrifice scheme for personal contributions is also available.

Other benefits are available including childcare vouchers, subsidised gym membership, a matching scheme for charitable giving, and we always remain open to ways we can look after staff and create an environment where people want to work.

More details on staff benefits can be found at https://www.stewardship.org.uk/about-us/working-for-us

Application process

Please complete our standard application form, together with an equal opportunities form. If these are not attached to this document, please download from www.stewardship.org.uk/jobs.

Please provide suitable daytime and mobile contact details as well as a confidential email address wherever possible.

Please submit all your paper work electronically to careers@stewardship.org.uk.
All correspondence will be acknowledged within 48 hours.

If you do not receive an acknowledgement for all future emails, please presume your email has not been received; you should make contact by phoning 020 8502 5600.

For further information, please contact Kofo Abidemi, HR & Facilities Administrator.

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