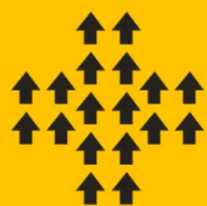
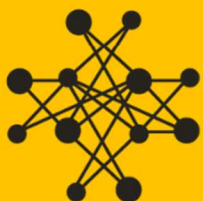


# Systems Administrator

## Technology Operations

Role Description and Recruitment Pack



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# Role overview

<b>Title:</b>	Systems Administrator
<b>Hours:</b>	Full time (35 hours per week).
<b>Contract:</b>	Permanent
<b>Location:</b>	1 Lamb's Passage, London, EC1Y 8AB <i>There is flexibility to work from home, with at least 20% of your time spent in the London office, or as the organisation requires.</i>
<b>Reports to:</b>	Head of Environments, Platforms and IT Security
<b>Salary:</b>	£34 - £40kp.a. depending on skills and experience, with funding available for formal learning and development.
<b>Closing Date:</b>	9am on Monday 21 <sup>st</sup> July 2025. <i>Applications will be assessed when they are received, so early application is encouraged.</i>

## Why this position is important to us

This role forms part of the Technology Operations team – a team which is critical to Stewardship. This team is responsible for ensuring that customer facing technology works well and is secure and that enterprise applications hosted on Azure and in our co-location datacentre are up to date and fit-for purpose. The team must also embrace innovation and continuously seek opportunities to enhance and evolve ways of working.

Our technology landscape has evolved significantly in recent years. This transformation includes the End User Computing Team's successful adoption of Microsoft 365, as well as the migration of our hosting and development tools to Microsoft Azure. Alongside these changes, we've embraced a more digital-first mindset—modernising customer engagement approaches and refining our development and research methods. These advancements have highlighted key capability gaps, and we're now seeking a talented individual to ensure our services continue to operate effectively, meet evolving customer expectations, and improve to support future demand.

This is an exciting time to join Stewardship, as we move forward with implementing our new strategy in 2025. This role will provide capacity for the team to support project delivery which will move the organisation forward.

## The impact you will have in this role

It is difficult to overemphasize the impact of this role! Our technology operations are critical to the smooth running of Stewardship. Robust and reliable technology infrastructure provides the foundation on which we build and grow. As we continue to implement our new strategy in 2025, this role will support the Head of Environments, Platforms and IT Security to ensure that our technology infrastructure is reliable, safe and future-proofed. As required, the role holder will also support project implementation within the Technology Operations remit, having a direct impact in moving us forward in realising our vision and mission.

# Welcome to Stewardship

Stewardship serves Christian donors, workers, charities and churches in the UK and beyond called to faithfully steward their personal, professional or ministry resources for God's glory.

Founded over a century ago by a small group of Christians who partnered to facilitate financial support for Christian ministries, today we help over 30,000 people experience the joy of generosity, giving more than £100 million each year in support of over 6,000 charities, 4,000 churches and 2,000 Christian workers.

## Our vision and values

Our vision is to a thriving Kingdom economy where God's people steward resources generously to advance the Gospel. We help Christians be the best stewards of the resources God gives them.

Our four core values underpin all the work we do at Stewardship:



To find out more about Stewardship, [please view our short video clip](#)

# Job detail

## Overview

As a Systems Administrator you will assist in the setup, configuration, and ongoing maintenance of server hardware and software. Your responsibilities will include applying system updates and patches, monitoring performance, and supporting backup and recovery processes to ensure data integrity. You'll help review system logs for compliance and security, and troubleshoot technical issues via phone, web, or in person. Working closely with senior engineers, stakeholders, and team members, you'll contribute to resolving incidents within SLA timeframes and preventing future occurrences. This role also involves maintaining up-to-date documentation and supporting additional tasks as directed by the Head of Environments, Platforms and IT Security.

This is a hybrid or office-based role, supporting systems hosted in our Reading co-location data centre and London office, with occasional travel to both locations as required. A significant portion of our line-of-business applications currently reside on a Hyper-V-based Private Cloud. These legacy systems will continue to require ongoing maintenance and support until they are successfully migrated to modern platforms or technologies—an important transition to which this role will actively contribute.

As your skills develop, opportunities exist to progress your career working with our experienced Site Reliability Engineers supporting our Azure environment, which is almost exclusively “Azure native” primarily hosting our Digital Product using technologies including Azure App Services, Azure SQL, Application Insights, Sentinel, Log Analytics, Azure Data Factory, with “as code” Bicep pipelines tied to Azure DevOps.

In collaboration with our End User Computing team, you will leverage the enterprise-grade capabilities of Microsoft 365 E5 licenses - featuring advanced, integrated security tools such as Microsoft Defender, Identity Protection, and threat analytics - to proactively detect and respond to threats, ensure regulatory compliance, and optimise security operations.

## Main responsibilities

Main responsibilities and duties include, but not limited to:

- Assist in the installation, configuration and maintenance of server hardware and software, including performing regular system updates and patches to keep software up to date.
- Monitor system performance and troubleshoot issues to ensure optimal operation.
- Ensure regular backups are performed in line with agreed targets and ensure data integrity.
- Regularly review system logs for compliance, auditing and security monitoring.
- Troubleshoot and resolve complex IT issues via phone, web, and in-person.
- Collaborate with technical experts, stakeholders, and other team members to resolve assigned incidents against the SLA and preventing reoccurrence.

- Maintain documentation of systems and procedures.
- Assist with the technical implementation of operational and strategic projects.
- Other duties as directed by your line manager or other senior member of the Technology Team.

## It's all about 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.

***We know this is a broad role and whilst you might not meet all the specified criteria below, if you have a good level of fit and feel called to apply, we encourage you to do so. Alternatively, please get in touch for an informal conversation. Formal learning and development plans will be in place for this role.***

- You will be a practicing Christian and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement. You should also be able to demonstrate enthusiasm for the Christian purposes of the organisation and a readiness to support and contribute to its ethos.
- Ideally, you have 2+ years of experience working in a similar role or a Bachelor's degree in Computer Science, Information Technology, or a related field.
- You have strong verbal and written communication skills and be able to communicate clearly, effectively and appropriately, depending on your audience.
- You have strong problem-solving skills and attention to detail. You demonstrate a passion to continue to learn and develop your engineering skills.
- You are comfortable being both self-sufficient and able to take your own initiative as well as being a team player and you can work effectively as part of a hybrid team.
- You have hands-on experience supporting or configuring Microsoft Windows systems, ideally including recent versions of Windows Server with exposure to Active Directory and virtualization technologies such as Hyper-V or VMware.
- You have experience in proactively monitoring live services and troubleshooting issues.
- You have a foundational knowledge of regulations, laws and standards that apply to UK businesses, such as General Data Protection Regulation (GDPR), Computer Misuse Act 1990, Payment Card Industry Data Security Standard (PCI-DSS), etc.
- You have a good understanding of cybersecurity principles and practices as well as networking concepts and protocols.
- You are familiar with Agile project management practices.
- You have a basic understanding of cloud platforms such as Azure, AWS or Google Cloud.

## Desired skills and experience

Skills and experience	Essential	Desirable
You will meet our Occupational Requirement to be a practicing Christian as an active member of a local church and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.	✓	
Have the Right to Work in the UK (we do not offer sponsorship arrangements).	✓	
You have demonstrable experience of working in a similar role, preferably for 2+ years OR bachelor's degree in a related field.	✓	
You possess strong communication skills, both oral and written, and be able to communicate clearly and effectively.	✓	
You will demonstrate the ability to troubleshoot problems through to logical conclusions and confidently implement these as solutions.	✓	
You possess strong analytical skills that allow you to find root causes of problems and quickly determine efficient solutions.	✓	
You can collaborate and work effectively within a small immediate team and across the organisation, within a hybrid working environment.	✓	
Experience supporting a Microsoft Windows environment	✓	
You possess a foundational knowledge of key regulations, laws and standards that apply to technology operations within UK businesses	✓	
You have a good understanding of cybersecurity principles and practices		✓
You have a good understanding of networking concepts and protocols		✓
You have familiarity with ITILv3 or other related service delivery frameworks		✓
You have experience working with SQL databases and Networking infrastructure (Routing/Switching, VLANs, Firewalls, and Load Balancers).		✓
You understand DevOps concepts and the impact that Agile methodologies are having on Digital Product.		✓

# Working for us

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**Q. What are the usual working hours?**

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday. Due to the nature of this role, you will be required to work flexibly with some out of hours work (evenings and weekends) in accordance with the needs of the organisation; where this is necessary, time off in lieu or overtime payments will be available. If you have any questions on this, please do contact us for more information.

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**Q. How much Annual Leave do you offer?**

A. All full-time employees receive 27 days Annual Leave, plus 8 days bank holiday leave.

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**Q. What are the pension arrangements?**

A. 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.

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**Q. Is it possible to work from home?**

A. Yes, we are happy to offer flexibility and you'd need to be able to work in our London office for a minimum of 20% of your time, or as required by the role or the organisation.

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**Q. What staff benefits do you offer?**

A. Once probation has been passed, there are number of benefits available to staff:

- Subsidised exercise membership (up to £50 per month)
  - Hybrid and flexible working options
  - Contribution to your charitable giving account (matched giving up to £50 per month)
  - Generous leave allowances
  - Long service awards
  - Participation in the Cycle to Work Scheme
  - Death in Service benefit (4x annual salary)
  - Option to join a Health Cash Plan
  - Interest-free season ticket loan
- 





# How to apply



## Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to 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, by:

- Active membership of local church congregation.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



## Contact us

For any questions or to arrange an informal conversation about this role, please contact Joan Gray, our People, Culture & Place Administrator, on:

Telephone: 020 8502 5600 extension 307

Email: [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)



## How to apply for this position

You can apply online for this role at [www.stewardship.org.uk/about-us/careers](http://www.stewardship.org.uk/about-us/careers)

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.