

Can your IT skills  
help our teams  
flourish?

Acteon

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# System Support Administrator

**Thank you for your interest in this position. This document will give you more information about Acteon, our work, and this role. On the next page you will find details explaining how to make your application.**

## About Acteon

**Acteon** is a Cambridge-based agency and consultancy that creates communication and learning to help people flourish at work. We work with international clients across a wide range of sectors.

Our projects help people make better choices at work, work more efficiently, be safer, embrace diversity, develop their skills – whatever it is that makes them, and their organisations, more successful. Our projects often address complex issues where a client needs help to find its voice and promote positive change within the organisation.

For example:

- We've created dynamic mobile e-learning to help Netflix engage and inspire new joiners in film and TV production roles.
- Co-op saved millions of pounds through a major change initiative where Acteon used a blended communication campaign to help 40,000 front-line colleagues adopt essential new behaviours.
- We work extensively with global pharmaceutical companies, with a range of work from delivering leadership workshops to helping to train sales teams with information about new drugs and disease awareness.
- We work with Boots to train UK-wide pharmaceutical colleagues, through the creation of interactive training resources delivered through a bespoke digital learning platform built by our digital team.
- We also have a software product – Breeio, a learning management system (see [www.breeio.com](http://www.breeio.com)).

We help clients find the right way to connect with their audience, creating content that surprises, delights, engages and motivates them, as well as software solutions like Breeio ([breeio.com](http://breeio.com)) that deliver impact and results across the organisation.

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## The role

We are looking for an exceptional person to join our Operations Team. The team, which includes finance, HR, administration and IT support, works closely with all our business areas to support them in providing an excellent service to clients. The system support is integral to our day-to-day activity and a key component in our busy working environment.

Your key responsibilities will be:

- Supporting the office network, inc. LANs, WANs, on-premises AD
- Supporting the cloud/remote network, inc. Azure AD, Intune, OneDrive, VPN gateways
- Supporting on-premises Windows Hypervisor servers, printers, routers, switches and firewalls
- Setting up and configure new devices, including Windows and Mac laptops
- Liaising with our managed services partner on network and infrastructure issues, system upgrades and rollouts
- Supporting network upgrades, software deployment, security updates and patches
- Remaining current with best practice to maintain network and system security
- Carrying out regular inventory and security audits to Cyber Essentials standard
- Troubleshooting problems reported by users
- Supporting colleagues in-person, by phone, and remotely
- Coordinating with our remote IT Helpdesk support team
- Making recommendations for future upgrades
- Carrying out general IT admin, purchasing and liaising with suppliers.

## About you

Our ideal candidate will have:

- Strong knowledge of Windows OS and associated technologies
- Good knowledge of Windows Server, inc. Active Directory, Group Policies
- Good knowledge of networking, inc. routers, firewalls, LANs, WANs
- Good communication skills, both written and verbal with the ability to communicate with non-technical colleagues face-to-face and remotely
- Knowledge of Microsoft Office 365, Azure AD, OneDrive and associated cloud technologies
- Knowledge of virtualisation technologies, such as Hyper-V
- Work independently and self-manage the prioritisation of requests.

Our ideal candidate will also have:

- Experience in Mac OS
- Experience of cloud-based endpoint management solutions, such as Intune
- Practical knowledge of PowerShell.

## Who we are and how we work

Acteon has just over 50 colleagues, including consultants and writers, design studio colleagues, a digital team, marketing, people and operations teams. We are a limited liability partnership (LLP) with five partners.

Our office is a beautifully converted Georgian brewery in central Cambridge. Beer-making stopped in 1972, but there's still a pub next door.

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We pride ourselves on strong relationships both internally and externally. We value and listen to the opinions of all colleagues; good working relations and positive attitudes to teamwork are at the heart of our organisation. We build relationships with clients rooted in our ability to exceed their expectations, deliver outstanding work, and form positive partnerships with them. We have a strong reputation and have won multiple national awards.

As a member of a small company you'll have a chance to influence the development of Acteon and to contribute to and share in our success.

## The position

The post is ideally a full-time position, though we would welcome your application if you are looking for a part-time role, and we are open to discussing options. Salary is negotiable based on experience, in the range of £34,000 - £38,000.

We also offer a contributory pension scheme, life assurance, subsidised gym membership, and 25 days annual holiday (in addition to statutory holidays). In successful years we make bonus payments.

Our Cambridge office re-opened in early 2022 and all colleagues have moved to a flexible working pattern with some time spent in the office and some time working from home. The nature of this role will require a minimum of three days in the office each week and for the person to live within easy commutable distance of the office.

Our normal working hours are 9am – 5.30pm including 1hr lunch break. On occasion, this role may be required to work outside these times if there is essential or emergency systems maintenance required.

## Apply

Interested? We'd love to hear from you. Send us your CV along with a covering letter to explain what you'd bring to our team. Thank you.

**No agencies please.**

### Making your application

To apply for this role, please send us:


1. Your CV.
2. A covering letter, briefly explaining your suitability for the role. Please state where you saw this post advertised.

Applications must be submitted by **30 September 2023**. Please send your application by post or by email to: [recruitment@acteoncommunication.com](mailto:recruitment@acteoncommunication.com)

Acteon, Burleigh House, 15 Newmarket Road, Cambridge, CB5 8EG.

Following review of the applications, selected candidates will be invited to our offices for an interview.

For further information, please contact us via [recruitment@acteoncommunication.com](mailto:recruitment@acteoncommunication.com).



Acteon designs and delivers blended learning to help organisations flourish. We craft creative solutions that make a real and lasting change for our clients. We provide support for strategy & design, change communication, e-learning, blended learning, mobile, video, animations, workbooks, gamification, coaching tools and learning management.

Acteon is a multi-award winning agency with an international reputation for quality and innovation.

[acteoncommunication.com](http://acteoncommunication.com)

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