Job Description

Senior IT and Network Technician

MEDAILLE TRUST

Medaille Trust is one of the UK's leading charities in the fight against modern slavery.
Our work includes advocacy and awareness raising in the UK and developing projects to provide meaningful alternatives to those who might otherwise be at risk of exploitation.

Medaille are one of the UK's largest providers of survivor services, with ten safehouses and five outreach hubs, working with more than 600 men, women and dependent children each year.

Our vision is a world where people are free from exploitation through human trafficking and modern slavery.

Medaille Trust was founded in 2006 by a number of religious and our work continues to be influenced by the Catholic Social Teaching principles of human dignity, compassion and solidarity with the vulnerable.

Post title:	**Senior IT and Network Technician**
Location:	Home Based with expectations of occasional travel
Hours:	37.5 per week
Salary:	£38,000 - £45,000 per annum (Dependent on experience)
Responsible to:	Executive Director: Finance and Resources

SUMMARY OF THE POST:

To lead the technical administration and security of our digital workplace. The Senior IT and Network Technician will bridge the gap between our cloud environment (Microsoft 365/Intune) and our physical infrastructure (Ubiquiti Networking). This role is vital in ensuring our staff can work securely from any location while protecting sensitive beneficiary data through robust Conditional Access and VLAN segmentation.

KEY RESPONSIBILITIES:

Cloud Identity and Security
♦ Design and manage Microsoft Entra ID (Azure ID).
♦ Implement and audit Conditional Access Policies, MFA and Identity Protection to ensure secure access to charity resources.

Endpoint Management
♦ Full ownership of Microsoft Intune,
♦ Manage the life cycle of Windows, iOS, Android and MacOS devises using Autopilot, compliance policies and automated app deployment.

Microsoft 365 Administration

♦ Expert administration of Exchange Online, Microsoft Teams (governance and voice) and SharePoint Online architecture/permissions.

Networking and Connectivity

♦ Hands on management of the Ubiquiti UniFi ecosystem, including CloudKey+, Gateway, Switches and Access Points.

Network Architecture

♦ Configuration of VLANs to segment traffic (Staff, Guest, IoT) and managing multiple SSIDs for security and performance optimisation.

Web and DNS Security

♦ Implementation and monitoring of DNS Proxy filtering (Webtitan) to mitigate malware and phishing threats.

Support and Infrastructure

♦ Act as the 1st line support escalation point for complex technical issues.
♦ Manage DHCP, Static IPs and site to site VPNs.

Vision, Mission and Values

Medaille Trust is a client focussed charity that equips victims of modern slavery to become survivors, we will act with Respect, Collaboration, Compassion, Empowerment and Passion.

The postholder will ensure the mission of the Trust is maintained and developed, this includes:

♦ To offer protection to adult victims of modern slavery and their dependent children, and to equip them to become survivors.
♦ To bring justice for survivors by supporting the work of law enforcement authorities.
♦ To raise awareness of modern slavery and human trafficking amongst opinion formers and members of the public.
♦ To support initiatives that help prevent vulnerable people falling prey to exploitation in the first place.

Safeguarding

Everyone at Medaille Trust has a safeguarding responsibility. As part of the role the post holder will undertake mandatory safeguarding and Prevent training as part of their induction. The role includes a duty to refer any safeguarding concerns they may have to the Safeguarding Lead.

Confidentiality

It is expected that all employees will understand that our work is confidential and that confidential information must not be divulged. This obligation will continue indefinitely even after termination of employment.

Training

Medaille Trust is committed to offering training and support to all employees. The post holder will be required to attend mandatory training, other training where appropriate, participate in supervision, annual appraisals and development reviews. To keep up to date with skills and knowledge, including reading to understand all relevant communication e.g., staff handbook, etc. and attend meetings as required.

Health and Safety
♦ To maintain a safe and secure working environment and to ensure safety and security procedures and standards are followed to keep self and others safe.
♦ To participate in the identification and assessment of risks and implement agreed working procedures to minimise their impact.

This job description is not exhaustive and the post holder may be required to undertake additional duties from time to time in keeping with a post of this seniority.

PERSON SPECIFICATION FOR THE POST OF SENIOR IT AND NETWORK TECHNICIAN

REQUIREMENT	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Qualifications	♦ None formally required, but must demonstrate significant professional experience in Microsoft 365 administration, cybersecurity controls and enterprise networking.	♦ Microsoft certification: MS-102 (Administrator Expert) or MD-102 (Endpoint Administrator). ♦ Ubiquiti certification: Ubiquiti Wireless Admin (UWA) or UniFi Full Stack Professional (UFSP). ♦ General IT certifications such as ITIL Foundation or CompTIA Network+.	Application form
Skills	♦ Deep understanding of MDM/MAM, Intune configuration profiles, and application deployment. ♦ Expert knowledge of Exchange Online, Microsoft Teams governance/voice, and SharePoint Online architecture. ♦ Strong knowledge of DNS, DHCP, VLAN tagging, and firewall rule logic. ♦ Demonstrated ability to implement Least Privilege principles. ♦ Understanding of Cyber Essentials standards.	♦ Awareness of charity sector data protection considerations.	Application form / interview
Experience	♦ Proven experience managing a Microsoft 365 tenant, with a strong focus on security, compliance, and identity governance. ♦ Hands on experience administering Microsoft Entra ID (Azure AD), Conditional Access, MFA, and Identity Protection. ♦ Extensive experience with Microsoft Intune for Windows, iOS, Android, and macOS device lifecycle management.	♦ Experience working in the charity sector.	Application form / interview

	♦ Significant experience with Ubiquiti UniFi networking environments (CloudKey+, Gateway, Switches, Access Points). ♦ Experience implementing and managing VLANs, multiple SSIDs, and secure traffic segmentation. ♦ Experience with DNS security filtering solutions (e.g., WebTitan). ♦ Experience providing 1st/2nd line escalation for complex technical issues. ♦ Practical experience with DNS, DHCP, static IPs, and site-to-site VPNs.		
Knowledge	♦ Deep understanding of MDM/MAM, Intune configuration profiles, and application deployment. ♦ Expert knowledge of Exchange Online, Microsoft Teams governance/voice, and SharePoint Online architecture. ♦ Strong knowledge of DNS, DHCP, VLAN tagging, and firewall rule logic. ♦ Demonstrated ability to implement Least Privilege principles. ♦ Understanding of Cyber Essentials standards.	♦ Awareness of charity sector data protection considerations.	Application form / interview
Special conditions of service	♦ Enhanced Disclosure and Barring Service Check. ♦ Maintain confidentiality in respect of the service location and identity of clients and staff at all times.		