**Job Description**

**Date:** August 2019

**Job title: Systems Administrator**

**Responsible to:** Head of Information Management

**Salary**: Salary equivalent NICVA scale G, NJC points 23 - 25 (£26,999 - £28,785) Candidates are normally appointed on the first point on the scale.

**Key working relationships:** Head of Information Management, Data Development Coordinator, Information Management Team

**Summary of main responsibilities**

1. To maintain the reliable operating and continual improvement of the NICVA ICT infrastructure and systems to meet the needs of the organisation.
2. To provide and make continuous improvements to the ICT help desk function and provision of an effective support service.
3. To ensure that all ICT policies, procedures and relevant legislation are adhered to across the organisation.
4. To carry out ICT procurement and new systems deployment projects as required.
5. To maintain and develop NICVA’s business continuity and security assessment processes and ensure these are implemented as appropriate.

**Specific duties:**

1. **ICT Infrastructure**
2. To maintain and develop the ICT infrastructure to ensure it meets the needs of NICVA and the users.
3. To contribute to the continuous improvement of organisational ICT services and infrastructure.
4. Monitor and develop automated ICT systems alerts.
5. To manage the daily maintenance and administration of the NICVA network, security and communication systems.
6. To maintain data backups and perform recovery tests on a regular basis.
7. To ensure that anti malware and threat protection software is maintained.
8. To monitor appropriate system log files on a regular basis.
9. To liaise with external support companies as required.
10. **Support Service**
11. To monitor and manage ICT help desk and maintain high customer satisfaction levels.
12. Analyse ICT problems as they arise, identify cause and propose potential solutions.
13. To develop and deliver bespoke ICT training to staff as required.
14. To contribute to effective induction of new staff.
15. To provide support to NICVA Finance Systems (SAGE Accounts/Payroll support and administration).
16. To provide technical support to NICVA’s Conference centre, staff and customers.
17. To contribute to planning of ICT services as required and implement as appropriate.
18. **ICT Procedure**
19. To ensure the effective induction of new staff on the use of NICVA’s ICT systems policies and procedures.
20. To contribute to, develop and review NICVA’s ICT policies and procedures including Acceptable Use Policy.
21. **Procurement**
22. To liaise with external suppliers and contractors to arrange estimates and quotes and the procurement of Hardware/software as required.
23. To source suppliers of repairs, equipment and maintenance provision.
24. **Business Continuity**
25. To oversee computer security and NICVA’s disaster recovery policy/business continuity plan.
26. To maintain and develop business continuity processes, ie onsite and offsite backups and log updates.
27. **NICVA Websites and CRM**
28. To contribute in the development, maintenance and support of NICVA’s online services and websites as required.
29. To contribute in the development, maintenance and support of NICVA’s Customer Relationship Management System as required.
30. **Other Duties**
31. To contribute to operational and strategic ICT planning process.
32. To contribute to the organisational reporting requirements.
33. To contribute to the promotion of the NICVA and the organisation’s online services.
34. To undertake such other reasonable duties as NICVA may from time to time require.

**Personnel Specification**

**Job title: Systems Administrator**

**Qualifications and experience**

**Essential:**

1. Minimum of two years’ working experience in maintaining, developing and configuration of Microsoft on-premise and cloud service for an organisation.
2. Experience in maintaining information security including software updates management, vulnerability scanning, and user accounts management.
3. Experience in managing and improving a help desk service.
4. Experience of contributing to ICT planning process and implementation.
5. Experience of monitoring and reporting on service delivery activities and customer satisfaction levels.
6. Experience of contributing to development of Organisational ICT policies and procedures.

**Desirable:**

1. Relevant third level qualification (eg Information Management, Computer Science).
2. Experience in achieving IT governance / Cyber Security Accreditation for an organisation such as Cyber Essentials.
3. Experience of developing and delivering end user training.

**Skills and Competencies**

**Essential:**

1. Excellent organisational skills to effectively manage own workload with minimum supervision and to plan work to achieve deadlines and objectives.
2. Demonstrable ability to contribute effectively to the work of a team, providing support, assistance and cover as required.
3. Excellent ICT analytical and problem-solving skills, including ability to analyse problems as they arise, identify the root causes and propose solutions.
4. Excellent communication skills both orally and in writing, with the ability to translate user requirements into user friendly applications.
5. Proven ability to build effective internal and external working relationships, in order to achieve team and organisational objectives and share knowledge.

**Interest and Knowledge**

**Essential**

1. Committed to continual personal development and sharing of knowledge on areas of expertise.
2. An understanding and knowledge of Data Protection legislation and issues.
3. An interest in and understanding of the voluntary and community sector in Northern Ireland.

**Other requirements**

**Essential**

1. Ability to work within the mission, vision and values of NICVA.
2. Ability to occasionally work flexible hours as may be required at times by the post.
3. Committed to NICVA’s Equal Opportunities Policy.

**Assessment Method – Systems Administrator – August 2019**

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| --- | --- | --- |
| **Criteria** | **Essential/Desirable** | **Method of Assessment** |
| **Experience and qualifications**   1. Minimum of two years’ working experience in maintaining, developing and configuration of Microsoft on-premise and cloud service for an organisation. 2. Experience in maintaining information security including software updates management, vulnerability scanning, and user accounts management. 3. Experience in managing and improving a help desk service. 4. Experience of contributing to ICT planning process and implementation. 5. Experience of monitoring and reporting on service delivery activities and customer satisfaction levels. 6. Experience of contributing to development of Organisational ICT policies and procedures. 7. Relevant third level qualification (eg Information Management, Computer Science). 8. Experience in achieving IT governance / Cyber Security Accreditation for an organisation such as Cyber Essentials. 9. Experience of developing and delivering end user training. | Essential  Essential  Essential  Essential  Essential  Essential  Desirable  Desirable  Desirable | Shortlisting, pre interview task and interview  Shortlisting, pre interview task and interview  Shortlisting and interview  Shortlisting and interview  Shortlisting and interview  Shortlisting, pre interview task and interview  Shortlisting  Shortlisting  Shortlisting and interview |
| **Skills and competencies**   1. Excellent organisational skills to effectively manage own workload with minimum supervision and to plan work to achieve deadlines and objectives. 2. Demonstrable ability to contribute effectively to the work of a team, providing support, assistance and cover as required. 3. Excellent ICT analytical and problem-solving skills, including ability to analyse problems as they arise, identify the root causes and propose solutions. 4. Excellent communication skills both orally and in writing, with the ability to translate user requirements into user friendly applications. 5. Proven ability to build effective internal and external working relationships, in order to achieve team and organisational objectives and share knowledge. | Essential  Essential  Essential  Essential  Essential | Interview  Interview  Shortlisting, pre interview task and interview  Application form content, pre interview task and interview  Interview |
| **Interests and knowledge**   1. Committed to continual personal development and sharing of knowledge on areas of expertise. 2. An understanding and knowledge of Data Protection legislation and issues. 3. An interest in and understanding of the voluntary and community sector in Northern Ireland. | Essential  Essential  Essential | Interview  Shortlisting and interview  Interview |
| **Other requirements**   1. Ability to work within the mission, vision and values of NICVA. 2. Ability to occasionally work flexible hours as may be required at times by the post. 3. Committed to NICVA’s Equal Opportunities Policy. | Essential  Essential  Essential | Interview  Shortlisting  Shortlisting |