

Buckinghamshire & Milton Keynes Fire Authority

ICT System Administrator

Job Description

Directorate: Service Support

Grade:

Reference number:

Responsible To: ICT Manager

Job Family

Strategic
Middle / Professional
Supervisory / Technical
Firefighter / Non-supervisory

Primary Purpose: To be responsible to the ICT Manager to assist in the research and development of new IT systems in conjunction with other personnel and contractors
To deputise for the ICT Manager as required
To be responsible for the computer / network infrastructure / server / communication equipment configuration within the Authority
The description of this job cannot be definitive. There will be times when other duties require the postholder to perform functions commensurate with the post

Directly responsible for: N/a

Overall responsible for: N/a

Main Duties and Responsibilities:

Corporate Management

1. To support and contribute to internal and external audits; service development; reviews and the management of risk
2. To contribute to the preparation of the area budgets
3. To participate in the Authority's performance management processes.

Service Delivery

1. To provide support on an on-call basis as required by the service
2. In relation to hardware to:
 - Configure pc's / servers / routers / firewalls / switches / PABX's / phones / pagers / radios
 - Install new and upgrade existing pc's / servers / routers / firewalls / switches / PABX's / phones / pagers / radios as required
 - Configure new servers for the Authority's network configuration
3. In relation to software to:
 - Configure server operating systems / group policy objects
 - Ensure server / infrastructure software and firmware are patched
 - Ensure systems remain protected, through security software / logging / antivirus and malware protection
 - Ensure back office systems servers are available to users at all times
 - Ensure system backups are running
 - Liaise with Software and service providers to resolve issues
4. In relation to networking to:
 - Coordinate IP address ranges with Bucks County Council
 - Ensure servers are correctly configured to communicate on Authority networks
 - Ensure networking protocols are configured correctly on servers
 - Ensure that users can connect to Buckinghamshire County Council financial systems
 - Ensure firewalls / routers / switches / wireless access points are secure
5. In relation to communication equipment:
 - Ensure radios / pagers / phones / pabx's are correctly configured and maintained
6. To run small and medium sized projects from start to end, meeting tight budgets and timescales
7. To provide support, assistance and advice to service desk
8. To visit remote sites to solve problems and provide advice
9. To create, edit and delete user accounts across a variety of systems
10. To assist other staff in providing appropriate technical solutions
11. Act as second line support for all ICT issues
12. To attend training and/or college courses and development as directed by the ICT Manager

Personal

13. To participate in a programme of continuous personal and professional development relevant to the role
14. To demonstrate conduct and behaviours in accordance with Authority policies, values and norm
15. To be aware of the Authority's aims, organisational values and behaviours and their impact on this post

General Compliance

16. To ensure personal and subordinate staff compliance with the Authority's:
 - a. Financial Regulations and Scheme of Delegation
 - b. Data Protection and Information and Communications Technology Security policies and procedures
 - c. Human Resource polices and procedures
 - d. Commitment to achieving Equality and Diversity and associated policies and procedures
 - e. Health and Safety policies, procedures and practice guides and instructions
 - f. Duty of care to citizens and employees
 - g. Attend meetings as required and submit information in appropriate formats as required.
21. To undertake any other duties that may reasonably be required from time to time at any location required by the Authority.

This job description will be supplemented by annual target based outcomes, which will be developed in conjunction with the postholder. It will be subject to regular review and the Authority reserves the right to amend or add to the duties listed.

Buckinghamshire & Milton Keynes Fire Authority	
ICT System Administrator Person Specification	
The postholder will be expected to demonstrate effective and efficient implementation of their qualifications, knowledge and skills and successful outcomes in their experience.	
Qualifications	Essential
<ul style="list-style-type: none"> • A Level or HND in computing or related discipline or equivalent experience • Windows 2000, 2003 and 2008 Server • Microsoft Exchange 2003 Server • Windows Active Directory • Microsoft SQL Server • Microsoft Certified Systems Engineer 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓
Knowledge and Skills	
<ul style="list-style-type: none"> • Understanding of ICT infrastructure architecture • Understanding of networking and communications within an ICT environment • Knowledge of ITIL • Understanding of TCPIP • Understanding of PABX / Telephony • Good communication skills, written and verbal • Analytical mind in order to readily diagnose the source and cause of IT systems faults • Effectively prioritise work in line with organisational directives • Experience of telephone end-user support 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓