

<b>Role:</b>	Enterprise Systems Administrator
<b>Department:</b>	Infrastructure/Business Services Centre
<b>Salary:</b>	From £33,500 per annum
<b>Responsible to:</b>	Enterprise System Team Manager

### Job Purpose:

Provide ICT support for BSC's enterprise systems. Respond to incidents, problem and carrying out significant planned changes. The role will require you to carry out medium scale systems enhancements and lead on the delivery of medium sized projects for the for the benefit of BSC's users and the smooth operation of the Enterprise Systems and environment.

### Main duties and responsibilities:

- i. Investigate potential and actual service problems and recommends solutions.
- ii. Collect critical information in the event of system software failure, adhering to agreed procedures. Analyse all documentation, storage dumps and logs relating to system software failures to identify the failing component.
- iii. Create releases, upgrades and fixes available from system software suppliers and identifies those which merit action. Maintain awareness of existing and emerging software and hardware solutions and develops upgrade plans.
- iv. Isolate failures and recommends actions to circumvent problems and enable the restoration of services with the minimum of business impact. Liaise with suppliers to obtain corrective fixes, installing and testing the fix to ensure a permanent resolution.
- v. Complete all routine tasks associated with operating and controlling the installed hardware and software, including multiple hardware or software platforms. Use standard procedures and tools to carry out defined management tasks where necessary.
- vi. Respond to calls and enquiries from users, specialists and others and takes appropriate action within defined limits of responsibility or area of specialism to deal with processing priorities. Accept escalations and initiates first-level support action, personally resolving the majority of referred problems.

- vii. Complete routine configuration/installation and provide sufficient information for reconfiguration of hardware and software. Implements system changes and maintenance routines, utilising the appropriate tools and test equipment. Facilitate and oversee installation, removal, upgrading and repair of equipment.
- viii. Undertake Investigations; diagnose and resolve medium impact problems within service level agreement tolerances, referring to users, other staff, and suppliers, as necessary.

## Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

## Description of Business

The company is dynamic and agile and is built on a service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and reinforce the company's reputation for delivering high quality back office services to its customers.

## Person Specification

CRITERIA	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 4 qualification or equivalent.</li> <li>• Relevant ICT industry recognised qualification to advanced level or equivalent experience.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• High level of experience of enterprise system administration related Service Delivery function working in a centralised team.</li> <li>• Working with 3<sup>rd</sup> party providers.</li> <li>• Experience of Microsoft Server architecture and proven experience of design and implementation.</li> <li>• Project delivery of medium scale projects.</li> <li>• Production of procedural documentation and its use.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent customer skills in order to communicate effectively by telephone, face to face, in writing and with third party contractors.</li> <li>• Ability to influence technical decisions for the benefit of service delivery.</li> <li>• Able to organise own work, working accurately and efficiently in a busy environment.</li> <li>• Ability to learn new software/hardware in a timely manner.</li> <li>• Excellent analytical and fault finding skills.</li> <li>• Analysis, design and specification of medium complex technical solutions - planning, implementing and documenting.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Systems and architecture (OS &amp; Roles, Hyper-V, etc.)</li> <li>• Knowledge of Microsoft Apps (Exchange, Forefront Identity Manager, Systems Centre Configuration Manager, RDS etc.)</li> <li>• Knowledge of remote management, configuration &amp; troubleshooting (scripting, automation etc.)</li> </ul>

## CRITERIA

	<ul style="list-style-type: none"><li>• Knowledge of Active Directory, DHCP, DNS, Group Policy.</li><li>• Knowledge of managing builds and deployment.</li><li>• Knowledge of Microsoft Administration tools and services. (MDOP, MBAM etc.)</li><li>• Knowledge of Microsoft Security standards and implementation.</li><li>• Proficient in theory, current practice and latest developments in the relevant field of computer science, telecommunications, software engineering or information systems.</li><li>• Corporate Industry and Professional Standards - Proficient in specific standards associated with the role.</li></ul>
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