NORTHAMPTONSHIRE POLICE

JOB DESCRIPTION

JOB TITLE: Systems Administrator
SCALE: Scale 6
SUPERVISION AND CONTROL: Systems Admin Manager
PLACE OF WORK: Hybrid - Darby House / home working

PURPOSE OF THE JOB: To provide a professional systems administration service for all key operational systems and communications technologies managed by the Digital and Technology department.

MAIN RESPONSIBILITIES:

1.   To provide an effective systems administration service for all key operational systems and technologies managed by Digital and Technology and some regional collaborations including but not limited to;
   • Access management
   • Data changes and amendments
   • Minor configuration changes
   • Request management
   • Intranet content management
   • Telephony management
   • Evidential Digital Recordings

2.   To manage Systems access for all Fire and Police employees joining, leaving and moving within the organisation and for some external users of Fire and Police systems.

3.   To share the responsibility for managing, prioritising and distributing the continuous flow of the team workload.

4.   To maintain a high level of confidentiality in the handling of personal information and sensitive communications.

5.   To monitor daily controls and logs and escalate any system failures to the appropriate team within Digital and Technology.

6.   Monitor, audit and maintain integrity of data held within all administered systems using a variety of tools, including spreadsheets to ensure compliance with current data protection law.

7.   Monitor interfaces between administered systems and other internal or external systems.

8.	To provide expert user advice to other Digital and Technology teams, managers, users and partner agencies regarding systems access, intranet use and content management, corporate taxonomy and keywords (Meta Data).

9.	Work with stakeholders within the organisation to create and implement intranet sites including the identification of content; and provide advice and guidance on the site maintenance where appropriate.

10.	To be responsible for the migration of content from legacy sources to the Fire and Police intranet.

11.	To proactively promote the more efficient and effective use of services administered by the team, thereby increasing benefits to the organisation.

12.	To ensure secure use of all systems and technology by ensuring access levels are regularly audited.

13.	To ensure all procedures are documented and stored in an appropriate manner to ensure other team members can access and interpret procedures.

14.	To work with other Digital and Technology teams and external service providers to effectively transition new or changed services into the team as required.

15.	Manage where appropriate the resolution of specific requests submitted to the Business and Systems Administration Team.

NOTE:

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working, major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will be also required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

CONDITIONS OF SERVICE:

The appointment will be full time and subject to the conditions of service of the Police Staff Council.
The annual leave entitlement is 23 days with a further 5 days after 5 years continuous service.

PERSON SPECIFICATION

SYSTEMS ADMINISTRATOR

ESSENTIAL CRITERIA

Incident Management: SFIA Level 2
● You can evidence that you can follow agreed procedures, identify, register and categorise incidents.
● You can demonstrate that you can gather information to enable incident resolution and promptly allocate incidents as appropriate.

Problem Management: SFIA Level 3
● You can demonstrate that you can investigate problems in systems, processes and services.
● You can show that you have the required knowledge to assist with the implementation of agreed remedies and preventative measures.

Application Support: SFIA Level 3 (SFIA 8)

● Follows agreed procedures to identify and resolve issues with applications.
● Uses application management software and tools to collect agreed performance statistics.
● Carries out agreed applications maintenance tasks.

Configuration Management: SFIA Level 2
● You can show you can use tools, techniques and processes to administer, track, log, report on and correct configuration items, components and changes.
● You can show you are able to assist with audits to check the accuracy of information and undertake any necessary corrective action under direction.

Service Level Management : SFIA Level 3
● You can demonstrate experience of monitoring service delivery performance metrics.
● You can evidence your ability to liaise with stakeholders to help them plan for a deterioration in service and/or breaches of service level agreements.

Ownership and Initiative: DDaT Level Awareness
You know about problem resolution processes and know to pass problems to your team.

User Focus - DDaT Level Working
You can identify and engage with users or stakeholders to collate user needs evidence. You can understand and define research that fits user needs. You can use quantitative and qualitative data about users to turn user focus into outcomes.

Continual Service Improvement: DDaT Level Awareness

● You can evidence you know about developing process efficiency and common ways in which processes are optimised.

● You can demonstrate you know how to support specific activities to improve development processes.

● You can demonstrate you can spot or identify obvious deficiencies.

DESIRABLE CRITERIA

1. Previous experience in the use of Oracle and SQL Server Databases.
2. Previous experience in the use of Business Objects.
3. Previous experience of Helpdesk/Service Desk systems and request management tools.
4. Working knowledge of the principles and components of ITIL.

NORTHAMPTONSHIRE POLICE

MARKING SPECIFICATION

ESSENTIAL CRITERIA	6	5	4	3	2	1
DESIRABLE CRITERIA						
TOTAL						

KEY 1-Poor 2-Markedly less than acceptable 3-Slightly less than acceptable 4-Acceptable
5-Slightly more than acceptable 6-Markedly more than acceptable