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| **Post** | Systems Administrator | **Directorate** | Service Development |
| **Line Manager** | Service Development Officer | **Location** | Headquarters, Shrewsbury |
| **Section** |  | **Scale** | Grade 5 |
| **Hours** | 37 per week | **Status of Post** | Permanent |

**1 Job Purpose**

* 1. The System Administrator is principally responsible for administrating corporate Information Systems. The post is the key liaison point between functional teams, ICT and third party providers and other external agencies.
  2. The post holder provides training, advice and guidance on the use of corporate information systems in order to achieve the best use of these systems and meeting both corporate and departmental information needs.
  3. This post undertakes querying, collating, and distributing of information held in corporate systems and giving advice for improving data quality standards.
  4. They are also responsible for the creation, implementation and promotion of practices and providing support with business process reviews.

1. **Major Tasks**

The post holder is responsible for the following major areas:

* 1. **System Administration**

1. Configure and administrate corporate information systems to support the day to day delivery within functional teams.
2. Provide support to users including solving problems as appropriate, and where necessary liaising with departments and providers.
3. Assist in ensuring the security and integrity of data by including monitoring and controlling access to corporate information systems.
4. Assist in the implementation of developments or upgrades to systems and review changes to working practices and guidelines.
5. Develop and maintain documentation and guidelines for corporate information systems.

**2.2 Support, Advice and Guidance**

1. Provide training and guidance to users in the use of corporate information systems as required, including stations, departments and managers.
2. Provide guidance to users and develop requests to present to the Systems Governance Group based on assessing future their requirements.
3. Identify opportunities and support developments to systems and working practices.
4. Work closely with other departments to ensure that all information held in corporate information systems take account of appropriate data quality and security standards.

**2.3 Practices and Procedures**

1. Create, document, implement and promote practices and procedures relating to corporate information systems.
2. Ensure that robust and effective practices and procedures are in place to collect, standardise, and verify information in corporate information systems, ensuring it is consistent and of high quality.
3. Assist in ensuring the Service complies with relevant policies and both internal and external audit procedures.
   1. **Information and Reporting**
4. Produce information and reports from information systems as required
5. Champion the integration, maintenance and development of corporate information ensuring that disparate information sets are not developed.
6. Regularly report to the Systems Governance Group including updates, new requirements, and amendments to current working practices.
7. Determine new user requirements and present these requests to the Systems Governance Group.

# Other Tasks

3.1 To ensure that the Service’s Brigade policies on equality and diversity at work are implemented, monitored and adhered to at all times, in order to achieve a working environment that promotes equality and diversity. Be sensitive to the feelings and needs of others.

3.2 To support the organisation in embedding the ‘core values’, strategic aims and corporate objectives.

3.3 To ensure all duties are carried out in accordance with the Authority’s IT Security Policy.

3.4 To comply with the Health and Safety responsibilities set out in Appendix A to this job description.

3.5 To assist in the implementation of the Authority’s Service Plan and in the achievement of the objectives for the Authority as a whole.

3.6 Ensuring information is securely maintained and treated confidentially in accordance with Service policy, the Data Protection Act and other Information Acts.

3.7 To make an effective contribution to the corporate aims of the Fire Authority.

3.8 Maintain proper administrative procedures and records in accordance with Service policy, orders and instructions including documenting and recording work activity.

3.9 Ensure that any defect of Service premises, accommodation, furnishings, vehicles fixtures and fittings are reported in accordance with specified procedures.

3.10 To become involved in and to respond effectively to the changing requirements of the Authority.

3.11 To carry out such other duties as may be directed, commensurate with the grading of the post.

**4. Job Overview**

4.1 **Knowledge and Skills**

The job is one requiring analytical, problem solving or creative skills.

The job holder must be able to work on own initiative.

4.2 **Demands**

The job holder is directly responsible to the Service Development Officer

4.3 **Responsibilities**

The post holder has no supervisory responsibilities.

# 5 Conditions of Service

5.1 The Conditions of Service will be those specified by the National Joint Council for Local Government Services as amended from time to time.

5.2 The appointment is full time for 37 hours weekly and is based on normal Office hours, currently 8.45 am to 5.00 pm **Monday to Thursday** (4.00 pm **Fridays**) with a 40 minute lunch break. A flexible working hours scheme is in operation and participation in the scheme is at the discretion of the Chief Fire Officer.

5.3 This post carries eligibility to join the Local Government Superannuation Scheme subject to medical clearance. Information about this and other pension options will be enclosed with any formal offer of appointment.

5.4 Annual holidays will be at the rate of 23 working days per annum with a further 5 days for those with five years’ service, plus additional discretionary days as determined by the Authority from time to time. Bank Holidays also apply.

5.5 The appointment is subject to one month's notice on either side.

5.6 The appointment is subject to the satisfactory completion of a six months’ probationary period for new entrants to Local Government service.

1. **Status of job description**

6.1 January 2018

**Safety Responsibilities Appendix A**

**Individual Employees**

* Each employee is responsible for their own acts or omissions and the effect that these may have upon the safety of themselves or any other person.
* Every employee must use safety equipment or personal protective equipment (PPE) in a proper manner and for the purpose intended.
* Any employee who intentionally or recklessly misuses anything supplied in the interests of health and safety will be subject to disciplinary procedures.
* Every employee must work in accordance with any health and safety instruction or training that has been given.
* No employee may undertake any task for which they have not been authorised and for which they are not adequately trained.
* Every employee is required to bring to the attention of their supervisor/manager any hazard or perceived shortcoming in our safety arrangements.
* Every employee must report any near miss, accident or dangerous occurrence that they witness or are involved in.
* All employees must co-operate with their employer to ensure legal requirements are met and the highest standards of safety management are maintained.
* Every employee must observe correct manual handling techniques when lifting carrying or moving a load.
* Every employee must follow the Brigade General Health and Safety Rules.

**Person Specification**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualifications (or equivalent skills)** | Completion of Querying SQL Databases using T-SQL | GCSE A levels or equivalent in computing or geography  Degree or equivalent in GIS or relevant subject | Application form |
| **Specialist Knowledge** | Awareness of the Data Protection Act and the Freedom of Information Act  Up to date and working knowledge of GIS and related technologies  Awareness of the Copyright, Designs and Patents Act 1988 | ISO8000 Data Quality Standards/  ISO27001 Information Security  Awareness of Ordnance Survey map products  Awareness of the capabilities and facilities available in modern geographical information systems (GIS)  Understanding of Lean Systems Thinking | Application form |
| **Experience** | Proven experience of administrating and supporting information systems  Proven experience of using Microsoft Office applications effectively  Proven experience working with digital maps and datasets | Experience using relevant tools to bring together different GIS datasets, creating new information or investigating patterns  Experience in manipulation, analysis and presentation of geographical information converting GIS information from one format to another  Experience of creating forms and workflows using Nintex  Experience of using a Sharepoint repository and Sharepoint applications  Experience of creating documentation and procedures relating to information systems  Experience providing training and guidance for computerised solutions  Experience of working in a Fire Service environment | Interview/Work related tests  Application form |
| **Skills** | Ability to communicate clearly and effectively, both orally and in writing, with staff at all levels of strategic and technical understanding  Ability to prioritise and manage diverse workload with minimal supervision  Ability to write complex reports  Ability to learn and understand standard software packages without guidance  Ability to analyse user needs and identify effective solutions | Ability to produce process maps  Ability to review systems and processes, and make recommendations | Application form  Interview  Work related tests |
| Personal Qualities | Ability to build and sustain effective working relationships with senior officers, colleagues and external agencies  Ability to negotiate and persuade members of staff when introducing new ways of working  Ability to work as part of a small team with a number of conflicting priorities  Ability to have good attention to detail in all areas of work  Ability to work in a methodical and logical manner  Ability to carry out duties in a confident, professional and friendly manner  Ability to persevere with problem solving | Demonstrate personal commitment, development, enthusiasm and the achievement of high quality standards | Application form  Interview |
| **Special Factors** |  | A current driving licence |  |