Job Description

TITLE OF POST:	ICT System Administrator
RANK/ROLE:	Grade 9
POST REFERENCE:	
LOCATION:	ICT Department, Service Head Quarters, Carmarthenshire
RESPONSIBLE TO:	ICT Manager
MAIN PURPOSE OF ROLE:	Ensuring that the ICT Systems and Servers are secure, well configured, maintained and documented.

SCHEDULE OF RESPONSIBILITIES	RESPONSIBLE TO
Help to ensure that the SLA for department is monitored and adhered to where practical for your role.	Team Manager
To attend technical training and system familiarisation courses as and when required (including with required overnight stays).	Team Manager
Represent the ICT department in meetings, working groups and similar as required by your team leader or Head of ICT.	Team Manager
Ensure all areas of the office, workshop and storage areas are kept clean and tidy, all stock is correctly labelled and, where appropriate, disposed of quickly through service policies.	Team Manager
Ensure staff are compliant with the ISPD and that all work carried out is done with respect to the policy and other Service policies such as Data Processing policies.	Head of ICT
To comply with health and safety guidelines and all other Service employment related policies.	Head of ICT
To undertake any other duties as directed by your line manager or Head of ICT commensurate with wider departmental responsibilities.	Team Manage/Head of ICT
Ensure any ICT requests for support are logged to the ICT helpdesk.	Team Manager
To help develop, disseminate and promote IT related good practices throughout the organisation including those relating to software security and licensing.	Team Manager

Have a full driving licence. Be able to drive at all times in a safe and secure manner.	Team Manager
Helping to ensure the current Service objectives are delivered and reported on.	Head of ICT
Help with any Audits of the department, systems or Software as required.	Head of ICT
Ensure that all procurement is carried out in a manner that follows the Service procurement policy.	Head of ICT
Complete regular self-directed learning as required for your role or as directed by the Head of Department to ensure you have continuous personal development.	Head of ICT
Commit to safeguarding and promoting the welfare of children, young people, and adults at risk of abuse and or neglect in the wider communities by reporting concerns to the Services Safeguarding Officer and/or Safeguarding Team.	Head of ICT

Ensure the effectiveness of the ICT systems infrastructure across the service.	ICT Manager
Ensure that systems, servers and the software that runs on them is properly configured and providing 24/7 availability.	ICT Manager
Ensure that the systems and servers are fit for purpose, value for money, whilst also planning for future scalability and are correctly utilised for the task they are required to perform.	ICT Manager
Ensure Data Rooms are well organised, clearly labelled, effectively managed and kept tidy.	ICT Manager
Provide advice on systems and server software to the ICT team and the wider organisation.	ICT Manager
Have global administrator responsibility for cloud systems such as Microsoft 365 and Azure ensuring that they are secure, properly configured and available to those staff that require access.	ICT Manager
Ensure systems are adequately monitored for alerts and faults and rectify these quickly.	ICT Manager
Maximise the ease of use of systems while remaining secure, e.g. Single Sign On	ICT Manager
Ensure all system configuration is done in a secure manner.	ICT Manager/ICT Security and Compliance Manager

Responsibility for all security patches and updates (including anti-virus), ensuring they are deployed promptly and automatically and ensuring testing is carried out prior to wider rollout.	ICT Manager/ICT Security and Compliance Manager
Regularly review the ICT systems to determine any issues or insecurities and liaise with the ICT security and Compliance manager with regards to the findings.	ICT Manager/ICT Security and Compliance Manager
Recommend significant changes or improvements that should be made to the Systems hardware and Software with detailed reasoning, costs and appropriate risk analysis.	ICT Manager/Head of ICT
Ensure evaluation of new hardware or technologies is done to a robust procedure and in a timely manner.	ICT Manager
Keep system documentation up to date with clear detail plans and diagrams the whole infrastructure, accessible to the team.	ICT Manager
Ensure effective change management procedures are carried out at all times, where practical.	ICT Manager
Ensure that configurations are regularly backed up and provided in a team accessible area, including documentation to allow successful recovery.	ICT Manager
Keep up to date with relevant training for Service equipment and implement and share knowledge gained from that training.	ICT Manager
Utilise tools such as active directory and Group Policies to ensure that they are set up effectively and provide useful automation for security and software set up tasks.	ICT Manager
Work with the desktop support technician or other technicians as appropriate to provide them the tools to enhance end user device set up configuration and troubleshooting.	ICT Manager

Ensure remote access solutions are effective, secure and fit for purpose to deliver applications and server access to remote users.	ICT Manager
Keep up to date with the ICT Network Administrator functions to stand in as required.	ICT Manager
Provide feedback to the Network Administrator on the requirements or recommendations to enhance the effectiveness of connectivity to systems.	ICT Manager
Ensure that VOIP and Video Conferencing systems works reliably in conjunction with the Network Administrator.	ICT Manager
Create and manage Hyper-V and Azure virtual machines utilising the appropriate management tools with due regard to the required system resources with cognisance to the costs that may be incurred.	ICT Manager
Provide in-depth analysis of the functional behaviour of virtual systems, including ensuring that they are properly specked, maintain high availability, are adequately sized based upon industry best practices.	ICT Manager
Have robust automation for resilience of Virtual and Physical systems in the absence of a member of staff.	ICT Manager
Be able to troubleshoot and repair common server hardware problems or perform upgrades.	ICT Manager
Ensure that new starters, leavers and role changes are set up and given the correct access to systems at all times.	ICT Manager
Manage and configure the e-mail systems ensuring reliable delivery and security of the organisational emails.	ICT Manager

Set up, configure, maintain, cluster, consolidate and optimise SQL and other similar databases as well as providing expert opinion on their suitability.	ICT Manager
Provide suitable mitigation against malware including ransomware.	ICT Manager/ICT Security and Compliance Manager
Provide effective encryption for systems as required.	ICT Manager
Ensure compliance with software licensing requirements.	ICT Manager
Provide support during ICT critical incidents at any time, including liaising with external suppliers providing critical support.	ICT Manager/Head of ICT
Ensure scripting and automation is used effectively to reduce workloads.	ICT Manager
Effectively plan upgrades and new server and cloud systems to minimise disruption to end users.	ICT Manager
Ensure effective and safe decommissioning of systems.	ICT Manager
To be responsible for the configuration, management and maintenance of the Service's on-premises data centre and SAN storage monitoring for anomalies and errors also planning and undertaking Software and hardware upgrades whilst also ensuring 24/7 availability.	ICT Manager
Responsible for configuring and maintaining the Service access control systems when delegated to ICT.	ICT Manager

Responsible for System backups, the backup strategy, ensuring they are fit for purpose, tested and documented well as required elements of business continuity and disaster recovery.	ICT Manager/ICT Security and Compliance Manager
Setup and maintenance of servers hosting network services, such as DNS and DHCP.	ICT Manager
Procuring, configuring and issuing of system security certificates.	ICT Manager
Liaise and oversee work of external contractors and other third parties who provide services relating to the Organisation's systems.	ICT Manager