# Job Description – IT System Administrator with IT Services

## Background Information

### The Organisation

Alzheimer Scotland helps people with dementia, their carers and families. Our members include carers, relatives, people with dementia, professionals, groups and organisations. We employ around 550 full and part-time staff, mainly in our service-provision projects around Scotland and are supported by over 900 volunteers. There are about 90,000 people with dementia in Scotland.

In recent years there has been an increasing prevalence and increasing awareness of dementia as a condition.  Dementia is the progressive loss of the powers of the brain that affects older people and can affect younger people.  There are many kinds of dementia but the commonest is Alzheimer's disease.  Alzheimer Scotland works to support people with dementia and their carers and to campaign for improved public policies.  The organisation has over forty services throughout Scotland, which provide day care, information and support for people with dementia and their carers ensuring no one faces Dementia alone.

The IT Services team within Alzheimer Scotland consists of:

- Head of IT
- IT Application and Project Managers (2)
- IT System Administrator (2).

### IT systems and networks

There are approximately 550 users of IT systems across 45+ sites within Alzheimer Scotland.  Major systems include: email (Exchange), finance (Sage), fundraising (The Raiser's Edge), and HR (iTrent) and new CRM system currently in development.

Current projects include a full refresh of desktop hardware and software, move from colocation to hosted datacentre, new CRM, organisational Digital Transformation, and a redesign of the public Internet website.

Local Area Networks are established at most Alzheimer Scotland sites and these sites use Internet broadband to connect to national services and use VoIP telephony services

The main duties and responsibilities and person specification later in this document gives more information on the technical requirements for this role.

**Purpose of the post**

The IT System Administrator will support the Head of IT and the wider IT team in their role of developing and maintaining the desktops, servers & network systems throughout the organisation. The IT System Administrator will also work with the wider to team in a collaborative way to extend the skill of the multifunctional team.

As a member of the IT Services team the post holder will support Alzheimer Scotland in achieving our aims.

Limited "out of hours" work may be required from time to time and travel to other Alzheimer Scotland locations will be required to provide support and install IT equipment.

The successful candidate for this post will be subject to a criminal check through Disclosure Scotland.

**Accountability**

Reports to the Head of IT.

**Qualifications and Experience**

Educated to degree level or equivalent with 2 years experience **or** at least 4 years in a similar role.

Voluntary sector experience is desirable.

Valid current driving license.

**Main Duties and Responsibilities**

System Administrator

1    To install and configure computer hardware, networks, operating systems and applications (desktops and servers).

2    To monitor and maintain computer systems and networks including Voice Over IP (VOIP) telephony and various site Internet connections.

3    To troubleshoot system and network problems and diagnose and solve hardware/software faults.

4    To replace hardware and parts as required.

5    To repair a fault or set up a system following diagrams and written instructions.

6    To support the rollout of new computer applications.

7    To respond to service incidents within the times specified in any Service Level Agreement (SLA).

8    To provide telephone, e-mail and remote support to all IT users, solving their problems and providing procedural documentation as required.

9    To use remote support tools to manage remote systems and desktops.

10   To maintain the IT Service Desk system, logging all incidents and requests, their acknowledgements and their resolutions and ensuring that all support tickets are handled effectively and expeditiously.

11   To set up new users' accounts and profiles and deal with password issues.

12   To work assiduously on a task until completion (or referral to third parties, where appropriate).

13   To prioritise and manage many open cases at one time.

14   To assist end users to transfer data electronically into, between and from databases with the required security procedures.

15   Identify and correct or advise, on operational issues with end users' computer systems.

16   To provide basic software training and advice to end-users.

17   To manage backups of all systems ensuring that they run successfully and to manage rotation of backups off-site for safe storage.

18   To update systems and servers regularly with approved software updates.

19   To monitor system & server logs, following up on any security or performance issues.

20   To maintain the inventory of hardware and software licenses and telephone contracts.

21   To develop and maintain the IT section of the intranet, including good practice and troubleshooting guidance.

22   To establish and maintain good working relationships with, colleagues, end-users and other professionals (e.g., suppliers and software developers).

23   To test and evaluate new technology.

24   To procure software and parts as instructed by the Head of IT.

25   To manage audio-visual equipment at meetings, conferences or training, and to manage audio-visual resources.

26   Preform all duties and responsibilities in line with current security procedures.

27   Perform light lifting and manual handling of IT equipment.

28   To work flexibly – recognising that many duties require to be undertaken outwith normal working hours to minimise disruption to end-users.

29   To carry out any other reasonable request within the capability of the job holder.

**Conditions of Service**


Full time (35hrs per week), permanent post located in Glasgow.

Salary Spine points 27-3, please see job advert for further details.

25 days annual leave plus 11 public holidays, NEST Pension Scheme, Extensive Training Plan.

Other benefits include Death in Service Scheme, Child Care Vouchers, SCVO Credit Union and HSF Health Plan.


***This job description is open to review by the organisation at any time and was last revised in April 2018.***

# Person Specification – IT System Administrator with IT Services

This person specification should be read with the job description for the IT System Administrator post. Please note that these competencies are not ranked in order of priority.

The following criteria will be used in selecting a candidate.

| Description | Essential | Desirable |
|---|---|---|
| **Experience and Skills** | | |
| Microsoft Certification: MCSA, MCSE or MCITP Server Administrator. | | √ |
| Willing and able to travel fairly frequently to Alzheimer offices across Scotland. | √ | |
| A thorough understanding of computer systems and software, particularly <ul><li>Microsoft Windows 7 and 10</li><li>MS Office 2013</li><li>Office 365</li></ul> | √ | |
| Windows Server administration especially 2012 and 2016. | √ | |
| A thorough understanding of Linux Ubuntu | √ | |
| A good working knowledge of Microsoft Active Directory. | √ | |
| A good working knowledge of Group Policies | | √ |
| Experience of administering Microsoft Exchange 2016. | √ | |
| An understanding of internet technologies including basic web-editing skills. | | √ |
| A good understanding of Relational Database Management systems and Structured Query Language. | | √ |
| A thorough knowledge of TCP/IP, LANs and WANs. | √ | |
| A sound knowledge of computer hardware and diagnostics. | √ | |

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|---|---|---|
| A good understanding of virtualization e.g. VMware or HyperV. | | √ |
| A good understanding of VoIP (voice over internet protocol) technology. | | √ |
| Ability to communicate difficult concepts simply yet robustly. | √ | |
| A thorough understanding of building and deploying laptop and desktop PCs using a standard image. | √ | |
| Extensive SysAdmin experience | √ | |
| Full awareness of IT security standards and practice | √ | |
| **Personal Attributes** | | |
| Team working skills. | √ | |
| Self-motivated. | √ | |
| Demonstrates honesty and integrity and promotes organisational values. | √ | |
| Attentive to detail. | √ | |
| Risk averse. | | √ |
| Flexible in approach. | √ | |
| Able to adopt different communication styles for different audiences. | √ | |
| Valid current driving licence. | √ | |