JOB DESCRIPTION

JOB TITLE: Apprentice ICT Systems Administrator

SERVICE: ICT Service

GRADE / SALARY: NMW

RESPONSIBLE TO: ICT Systems Manager

RESPONSIBLE FOR: N/A

MAIN PURPOSE OF POST

To support continuing development, implementation, configuration, support and upgrades of the Organisations computerised systems. Support the ICT Service to provide installation/software testing and problem solving of software releases and upgrades.

DUTIES AND RESPONSIBILITIES

- Carry out duties and responsibilities to comply with Borough Council policies/procedures.
- Interpretation of organisational goals, policies, procedures and strategies for the development and implementation of computerised systems
- Support the development, testing and aid the monitoring of the effectiveness of interfacing protocols and files.
- To provide management information and statistical data for legislative returns, KPI’s and on user request.
- Awareness of the timely and effective running of all interfaces.
- Train staff in the use of computer systems and co-ordinate the on-going needs of system users.
- Assist the ICT System Administrator to co-ordinate the system aspects of financial year-end processes.
- Undertake such other duties and responsibilities that are commensurate with the responsibility level and grade of the post as may be determined from time to time by the Head of Service following consultation with the post holder.
- Any other duties which are equal/similar to your current grade and responsibility level.
- Working outside core working hours will be a requirement of the post for upgrade of test and live systems.

SPECIAL FEATURES OF POST

- Offer support to the System Administrator when providing technical assistance in implementation, maintenance and administration of Oracle, Ingress, SQL and MS Access databases.
• Willingness to develop an understanding of database interrogation and reporting.
• Eager to learn SAP Business Objects/Crystal Reports and MS SQL Reporting
• Eager to experience Structured Query Language (SQL)
PERSON SPECIFICATION

JOB TITLE  Apprentice Systems Administrator

RESPONSIBLE TO  ICT Systems Manager

SKILLS/KNOWLEDGE/ABILITIES

ESSENTIAL

- Good written and verbal communication skills.
- Ability to work under pressure and a willingness to work additional hours when required.
- Ability to function as part of a professional team, following procedures and policies.
- Ability to operate independently.
- Support ICT in the production and dissemination of management information for legislative, statistical and Key Performance Indicators.
- Willingness to learn project management skills.
- Develop the skills to train users of various levels of technical ability on new and current systems.
- Flexible approach to problem solving and a willingness to embrace other disciplines.

DESIRABLE

- A demonstrable and increasing understanding of all current and new Council systems.
- Support the ICT Systems team at Council User Groups\Working Groups, liaise with statutory bodies on systems changes due to changes in legislation and participate with users and software suppliers in product development.
- Support the ICT service to successfully manage concurrently a number of high priority projects.
- Ability to function in a responsive Service Desk environment focusing on attaining high levels of customer satisfaction and meeting agreed service level standards.

EXPERIENCE

- None

QUALIFICATION/TRAINING

ESSENTIAL

- Studying towards an ICT related qualification.