

**IT Systems Administrator**

**Job Description**

**Job Title:** IT Systems Administrator

**Responsible To:** Director of Corporate Affairs

**Location:** 40/44 Eglantine Avenue, Belfast, BT9 6DX

**Hours:** 35 Hours per Week

**Salary:**  £25,000 - £30,000 (depending on experience)

**Summary of Responsibilities**

The IT Systems Administrator will be responsible for assisting the Director of Corporate Affairs in maintaining and enhancing the IT strategy for the organisation and to support the IT infrastructure within an efficient and timely manner.

The individual will be responsible for troubleshooting, maintaining and developing the IT and Information Systems. The role will require a broad skill set in all areas of IT - including ERP systems, business server technologies, including related software applications.

## Key Responsibilities

* To obtain a good working knowledge of all the organisation’s IT systems to support users, troubleshoot problems and help develop the system to meet the ever-changing needs of the organisation.
* To manage software applications. Understand how they function and interface with other systems to maintain, enhance, support and troubleshoot.
* To manage all hardware assets and maintain inventory of same.
* To ensure systems are up-to-date, have latest patches, firmware or service packs.
* To ensure network and system security is maintained to the highest possible level.
* To perform system monitoring, apply best practices, verifying the integrity and availability of all hardware, server resources, systems and key processes and managing system backups where appropriate.
* To ensure compliance with software licencing.
* To be able to quickly and competently diagnose system faults and to resolve or externally escalate for resolution.
* To assist in devising and delivery of training to staff as needed.
* To assist in managing relationships with third party providers.
* To drive continuous improvement activities to enhance user efficiency and satisfaction.
* To assist the Director of Corporate Affairs by delivering on key projects set out in the business plan.



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Person Specification

The Person Specification shows essential skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Therefore, please address in completing the Application Form, each criterion listed in the specification, drawing upon all your experience, whether at work or on a voluntary basis.

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|  | **Essential** | **Desirable** |
| **Experience** | * Working knowledge and experience in: * MS Server OS * MS Exchange * VMware * Microsoft 365 * SharePoint * Good knowledge of networking, including VLAN, managed switches, firewall, Enterprise Wi-Fi and cellular data services and devices * A sound understanding of basic business structures and processes * The ability to work effectively with people within and external to the organisation * Minimum of 2 years’ experience in a similar role | * Retention Policy experience * WordPress * Citrix * CRM Systems * Sage 50 |
| **Qualifications** | * IT related qualification to degree level |  |
| **Skills** | * Excellent communication skills * Good Project Management skills * Relevant IT skills as per above * Excellent interpersonal skills with the ability to inspire trust and enthusiasm * Ability to manage a complex workload with competing priorities and to work independently * Hold a full, current driving licence and have access to the use of a car |  |
| **Personal Qualities** | * Flexible * Respectful * Open and honest * Willingness to learn |  |

Applicants will hold a full, current driving licence and have access to the use of a car or some other appropriate form of transport to carry out the duties of the post.

This Job Description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.