

Job Description

IT Support Services Senior Administrator

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| Department | IT Support Services |
| Location | Abingdon, UK |
| Summary of Job | To perform Level 1 and Level 2 System Administration tasks as required, co-ordinate larger ITSS projects and provide support/leadership to Level 1 and 2 Support Services Administrators. |
| Reporting Structure | Reporting to the IT Support Services Manager |
| Essential Functions | <ul style="list-style-type: none"> • 3rd line telephone/service desk support to internal and external customers. • Provide excellent face to face customer service and communication. • Take ownership of problematic incidents, ensuring speedy resolution. • Provide support and management for Level 1 and 2 Administrators in their job functions. • Execute any standard operational procedures (e.g. back-ups), as required. • IT Service Desk incident logging, follow up and resolution. • Documentation of problem resolution, operating procedures and managing ITSS operating documentation (e.g. SOPs, support contracts). • Installation of computer hardware and software. • Project manage the implementation of local and global technical projects. • Take on primary responsibility for certain areas (e.g. assets, licenses). • Ensure IT policy compliance in any internal and external audits. • Work with ITSS Manager in co-ordination of resources. • Stand-in for ITSS Manager when absent. • Generate IT Service Desk metrics; maintain and improve Service Levels |
| Job Requirements | <p>Education</p> <ul style="list-style-type: none"> • Preferably educated to Honours Degree level but at least 'A' Level standard with Maths, English and Computer Science to at least GCSE level or equivalent experience, and/or qualifications • Up to date certification in one or more areas listed under Technical Skills <p>Experience</p> <ul style="list-style-type: none"> • This is a position suited to an IT Professional with extensive experience in a customer service-based environment using some or preferably all of the skills listed under Technical Skills. |

Technical Skills

Excellent and thorough up to date knowledge of:

- Microsoft Windows client/desktop operating systems (from 7 and above)
- Microsoft Windows Server and support (2008 and above, including Active Directory Services/Group Policy)
- PC/server hardware, IP telephony (e.g. voicemail, call centre, extension management), and networking
- Microsoft and general desktop application software (MS Office 2010 and above)
- Project Management skills
- Report / document writing
- Use of VMware to create and manage VMs
- Use/experience of MS System Centre (e.g. imaging, task sequence, auditing, antivirus.)
- SQL knowledge: basic report/query writing

Non-Technical Skills

- Helpful and dedicated customer service attitude
- Approachable and friendly
- Excellent written and verbal communication skills
- Excellent team player
- Patient and able to impart knowledge to others easily
- Excellent organisation and prioritisation
- High attention to detail
- Enthusiastic, encouraging and committed approach
- Flexibility in working hours and able/willing to travel internationally
- Excellent methodical problem solving ability
- Willingness to learn new skills
- Ability to work under pressure in order to meet deadlines
- Lead and manage members of the ITSS Admin team
- Foster customer service culture within IT (e.g. ITIL)
- Liaise with business areas to resolve issues proactively
- Excellent customer management skills and escalation

Physical Demands

- Sitting at a desk
- Walking between departments on site
- Moving PCs and small pieces of IT equipment

Working Conditions

- Working in an air conditioned shared office
- Own workstation