Job Profile
IT Systems Administrator

Department	IT
Location	Solihull
Reports to	Information Systems Manager
Hours	Nominally 37 hours but operationally available at all times to meet Company requirements.
Contract	Permanent
Salary	Circa £30k per annum (dependent on experience)
Constraints (travel/ base/ working patterns etc)	Office based. The role may require travel from time to time, and occasional work at specific locations and overnight stays away from home.
Date	August 2019

About us

Everyday over 65 million people in the UK rely on the energy and utilities sector to provide services that are essential to the health, safety and prosperity of every person and business in the UK.

Energy & Utility Skills are at the forefront of bringing our industry leaders together to identify and address the skills challenges our sector faces. We provide membership, assurance and skills solutions to help employers attract, develop and maintain a sustained skilled workforce to safeguard the future health, safety and prosperity of every person and business in the UK.

About the role

Energy & Utility Skills offer a range of products & services through an existing and well-established technology platform. These include a collection of corporate websites, bespoke customer-facing web applications and off the shelf solutions. With the emergence of new technologies and ever-increasing importance of cyber-security, we want the technology platform to be managed, maintained and improved in a controlled way.

The primary responsibilities of this role include playing a lead role in managing, supporting and improving the delivery of our services across our existing technology platforms. These include our Apache Linux (CentOS) web servers, Microsoft SQL and MySQL database servers. You will be expected to get up to speed quickly on how each system operates independently and understand the complete integrated solution. Managing and working with external suppliers and developers is a key part of this role in addition to helping business owners in understanding their requirements and managing their expectations, so you must have excellent communication and influencing skills.

A comprehensive understanding of Windows domain environments is essential, as you will be required to provide an effective level of technical support to our users, in an approachable and professional manner.

About you

To be successful in this role, you will need to be customer focused in your approach, enjoy working in a fast-paced environment and be able to build effective working relationships with key stakeholders at all levels.

This role requires a problem solving and flexible mentality, a high sense of ownership of our platforms and an understanding of development lifecycles. You will be able to work independently and come up with innovative and cost-effective solutions.

You will need to have experience in managing and administering Microsoft SQL and MySQL database servers, supporting a range of line of business and web applications., You will be confident in scripting in PHP and Transact-SQL and have experience administering Apache Linux web servers via the command shell.

You will have a good understanding of web platform security best practices and will need to have experience in deploying new and updated developments to web applications using GIT and SVN repositories.

Experience of working in a support desk function and Windows systems administration capability will be highly advantageous.

Key Responsibilities:

The key areas of responsibility include:

- Management of our web and database platforms.
- Working with business owners to implement new and updated services.
- Troubleshoot and resolve issues arising with platforms.
- Support our products and services through the development and operational lifecycles.
- Review and maintain the quality and security standards of existing products and services, implementing mitigating and remedial actions where required.
- Maintain an effective, documented infrastructure architecture for product and service delivery.
- Manage external supplier and developer relationships and support them in working under our development and deployment processes.
- Monitor and evaluate the performance of our products and services by recommending and implementing enhancements.
- Support the IT Team in the delivery of on-going maintenance and administration of the network, occasionally out of hours where required.
- Provide a point of contact to internal staff on technical issues and queries and support the provision of the Service Desk function to internal and external customers.

Job Holder Specification

Specification	Essential	Desirable
Education		
Relevant Degree or working at Degree level	✓	
Relevant MCSA or MCSE certifications		✓
Work Experience		
Understanding of the energy and utilities sector		✓
Information Modelling or Systems Analysis experience		✓
Understanding of software development life cycle	✓	
Microsoft SQL server administration & management	✓	
MySQL server administration & management	✓	
Apache Linux web server administration & management	✓	
Microsoft SQL & MySQL database development	✓	
Experience in Transat-SQL	✓	
Experience of scripting/developing in PHP	✓	
Experience of working with GIT and SVN repositories	✓	
Experience of providing technical support in a Windows Active Directory Domain environment	✓	
Experience of working with Microsoft Hyper-V environments		✓
WordPress and Drupal CMS experience		✓
Experience of working with SOAP and other API technologies		✓
Person Skills		
Communication Skills	✓	
Work effectively as a team member	✓	
Customer focussed	✓	
Process orientated	✓	
Troubleshooting and Decision Making	✓	
Planning and Project Management	✓	
Strong organisational skills and time management	✓	
Manage Business and Customer expectations	✓	
Ability to manage external relationships	✓	

Approachable and supporting manner	✓	

Values & Behaviours

Together

We are stronger together, collaborating to deliver success

- Supporting and empowering each other
- Working as a team to deliver the best for our clients, customers and colleagues
- Being respectful, responsive and reliable
- Keeping all communication clear and constructive
- Understanding and valuing how we all contribute to our success

Being Credible

A trusted voice providing thought leadership to the sector

- Providing expertise, openly sharing insights and best practice
- Taking a proactive approach to understanding the sector and the key issues affecting our members
- Delivering on time and keeping promises
- Ensuring work is of the highest standard and delivering exceptional customer service internally and externally.
- Taking ownership of personal development

Making a Positive Difference

We do the right thing and make Energy & Utility Skills a great place to work

- Inspiring others by going the extra mile
- Bringing energy, passion and a positive approach to work, every day
- Celebrating success and taking pride in everything we do
- Embracing change and identifying opportunities to make a difference
- Leading by example