

JOB AND TASK DESCRIPTION

Job Title: IT Systems Specialist - Database & Business Systems

Division: Corporate Services Division

Grade: H

Reports To: Head of Information Technology Services Section

General information

The Information Technology Services (ITS) Section forms part of the Corporate Services Division (CSD) and serves as a focal point to establish relevant standards of technology to support the Secretariat's business environment, while applying and supporting the use of computer technology to enhance staff productivity and improve the quality of the Secretariat's output. The Section is responsible for the Secretariat's IT strategy and contributes to the proper selection of broad technologies by providing information on advanced and appropriate technology, systems analysis and software acquisition. The section aims to assist all programme areas in meeting their specific information requirements and plays an active role in the building and upgrading of the skills and knowledge of staff in the use of computers and relevant software applications.

The team's role is to ensure that the existing office and associated systems are fully functional at all times, therefore contributing to staff productivity and improving the quality of the Secretariat's output. The team is also involved in recommending and implementing new systems and upgrades as appropriate.

The team also plays an active role in the building and upgrading of the skills and knowledge of staff in the use of computers and relevant software applications as well as supporting a network of desktops, servers, printers and peripherals servicing 300 users.

Job summary

The post-holder is responsible for providing support for applications (both to business users and projects) including analysis, development, testing, implementation and incident resolution. Assist with the management of applications including releases, change authorisation and problem management.

Along with a detailed and in-depth understanding of the office systems used in the Secretariat the post-holder will be able to deliver in a timely and appropriate manner.

The IT Systems Specialist reports to the Head of IT.

Task description

The post-holder:

- Liaises with external or internal clients, assesses and analyses their existing methods and systems and needs and translates user requirements develop systems specifications for new systems and tools to support the business.
- Plans and implements the optimum hardware, software and network architecture for the systems, following the ITIL Change Management process.
- Provides full support for the Microsoft business applications and MS Office suite and associated applications.
- Undertakes the design and development of software/database applications projects and ensures budgets and timescales are adhered to.
- Plans and implements User Acceptance Testing (UAT) and documents the process as appropriate.
- Provides database administration (DBA) functions to mission critical database applications. Plan and implements data migration and where necessary systems integration.
- Provides second/third-line technical support where necessary for key core systems including Active Directory, Exchange and associated applications
- Carries out diagnostic checks on application systems and database management systems (DBMS), optimising database performance and remedies any faults found.
- Implements the IT Disaster Recovery plan (DR) as per the IT Strategy and in liaison with Application Owners and DR services suppliers. Plans and conducts periodic IT DR tests to ensure the critical recovery methods and times are achievable. Review, revise and optimise the DR plan incorporating technological and cost efficiencies.
- Documents all operational processes and procedures keeping in line with ITIL standards.
- Plan and manage the delivery of own work and, where appropriate that of others to deliver within agreed timescales.
- Keeps up to date with developments in the industry and latest Microsoft technology and recommends upgrades and new products as appropriate.
- Helps implement and test any new business systems and applications installed.
- Liaises with other team members to offer specialist advice and confirms the best course of action.
- Liaises with 3rd Party service providers and ensures SLAs are met
- Escalates problems to other members of the team when appropriate.
- Responsible for keeping the relevant IT Policies and Procedures up-to-date.

- Any other tasks or projects assigned by the Head of IT.
- Provide occasional out of hours support.
- Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy; and
- Perform any other duties that may be required from time to time.

Person Specification

Education

Essential: A degree in IT or related, Systems analysis and design

Desirable: TOGAF Certification, ITIL, Relevant Microsoft Certification

Experience:

Functional:

- Ability to prioritise and manage workload
- Proactive team player
- A very strong customer orientated approach with a delivery bias.
- Experience in requirements gathering, analysis and design of new systems for users.
- Ability to technically document new systems
- Provide hands on training to users and production of training materials

Technical:

- Minimum of 5 years' experience as a systems analyst including experience in database administration (MS SQL 2005/2008/2012 and other data management solutions).
- In depth knowledge of Microsoft Windows Server and MS Office
- In depth knowledge of key Microsoft Infrastructure systems including Active Directory, Exchange, System Centre and Lync
- Good understanding of Cloud and mobile technology
- Project Management experience of managing software development lifecycle
- Proficiency in document management systems and MS SharePoint
- Exposure to advanced ITIL change processes (Desirable)
- Exposure of .NET and C# (Desirable)
- Advanced PowerPoint design skills (Desirable)

Other:

- Strong interpersonal skills, able to communicate across a broad spectrum of users.
- Excellent oral, written and presentation communication skills.

Competencies:

Respect for Diversity

Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Identifies biases in systems & processes

Working with Others

Regularly shares information of value with colleagues

Shows commitment to delivering on key agreements made to colleagues

Makes an effort to view a situation from the other party's perspective as well

Demonstrates awareness and sensitivity to colleagues' pressures

Utilises networks to ensure similar goals are achieved collaboratively

Develops long term relationships across cultures and/or geographical boundaries

Uses relationships to identify the best people to help in the completion of tasks

Tactfully deals with difficult people to gain buy-in and manage their expectations

Developing & Applying Expertise

Takes advantage of opportunities to develop an area of expertise

Takes learning from previous experience and applies them appropriately

Demonstrates willingness to learn new skills and/or approaches

Adapting & Innovating

Recognises opportunities for improvement and proposes change with impact and effect

Helps others evaluate and strengthen ideas

Quickly grasps new concepts and how to apply them

Demonstrates flexibility e.g. by working beyond own remit in order to achieve an objective inter alia

Will effectively reorganise activities when faced with changing contexts and demands

Welcomes and adapts to new ideas and/or approaches

Adapts personal style to meet the needs of others

Accountability

Takes ownership of assigned tasks, honours deadlines.

Ensures timely delivery of outputs within defined cost and quality standard parameters.

Takes ownership of assigned tasks, honours deadlines (L1)

Ensures timely delivery of outputs (L1)