

(Tier 5)

Tier 5/ Specialist Server Admin, Scale O

Directorate: Service area:	Resources Directorate – Enabling Services – ICT & Digital
Accountable to:	Team Lead – Data centre services
Accountable for:	N/A
Politically restricted post	TBC
Delivery teams:	N/A

Context

You will play an active role as part of our Data Centre Services team working in partnership with our commissioning teams to design and deliver customer focussed services that meet our delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will work collaboratively with your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

Specific role assignment

Delivery responsibilities	3 rd line call management Configuration & trouble shooting all server technologies Cloud Technology Advisory
Key business measures	TBC
Statutory responsibilities (if applicable)	Not applicable.
Specific experience	The ability to independently interpret and analyse varied and complex ICT incidents/ requests logged or situations and to produce resolutions in an agreed timely manner. The ability to analyse technical implementation of new products from 3 rd party vendors, assessing suitability and impact upon current infrastructure. Identify any remediation required to implement a 3 rd party solution.

(Tier 5)

	<p>Work closely and liaise with 3rd party technical consultants as and when required to ensure success.</p> <p>Identify opportunities presented by new and updated technologies. Plan for testing and implementation, to ensure compliance with security principles and maximum benefit delivery for the organisation.</p> <p>Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences regarding cloud technologies and their best practices.</p> <p>Keep up to date with the Microsoft roadmap and plan for any changes required within the current infrastructure; alerting other teams to any impact that these changes may cause.</p> <p>Responsibility for the advice and guidance on best practise of technical specialism whilst fostering collaboration with other departments or teams.</p> <p>Works with ICT Strategy and Commissioning team in Designing and Implementing new and existing Cloud environments and ICT technologies.</p> <p>Automation of tasks via Powershell for on-premise Active Directory and Azure Active Directory.</p> <p>Oversight of Azure Advisor, M365 and Azure Secure Score fix implementation.</p> <p>Prioritise and apply remediations necessary for compliance (e.g. PSN).</p> <p>Implementation, monitoring and audit of Microsoft baselines and industry best practises.</p> <p>The ability to organise own workload and decide priorities.</p> <p>Act as a Global Administrator for the Corporate Azure Tenancy.</p>
--	---

(Tier 5)

	<p>Act as a senior administrative and technical function for on-premise Active Directory.</p> <p>Provides point of technical consultancy for Server Administrators.</p> <p>Experience of contributing to the development of ICT policies and procedures.</p> <p>The ability to use own initiative to respond independently to difficult problems and unexpected situations.</p>
Specific qualifications/and registration	Not applicable
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable
Key stakeholder relationships	<p>ICT Management</p> <p>Technical Architects</p> <p>3rd party engagement</p>

(Tier 5)

WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy

Our Behaviours



do what we say



move with purpose and energy



focus on solutions



help people and communities to find their own solutions



build strong working relationships



be the best we can be

Strategy... the direction we will take to achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning... the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery... providing services to our customers

