(Tier 5)

Tier 5/ Server Admin, Scale L

Directorate: Service area:	Resources Directorate – Enabling Services – ICT & Digital
Accountable to:	Team Lead – Data centre services
Accountable for:	N/A
Politically restricted post	No
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	Support queue management Configuration & trouble shooting server technologies
Key business measures	Dashboard stats
Essential experience	Having experience of working in a Windows server support environment in the last twelve months. Ability to travel independently around Warwickshire. It is essential that you have worked with following technologies: • Windows Server • Hyper V • Active Directory (inc. AAD) • Vmware • DNS • DHCP • TCP/IP • GPO

V1.0
*service = service, team, functions

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	- IIS - Powershell - MS SQL - MS Teams - SharePoint - OneDrive - Azure VM deployment - IaaS.
Desirable experience	Would be desirable if you had an understanding of the following technologies: - Windows Server - Hyper V - Active Directory (inc. AAD) - Vmware - DNS - DHCP - TCP/IP - GPO - IIS - Powershell - MS SQL - MS Teams - SharePoint - OneDrive Would be desirable if you had the following qualifications. - ITIL - AZ103/4 - MCSA Windows Server 2012/16/19.
Specific experience	The ability to independently interpret and analyse varied ICT incidents/ requests logged or situations and to produce resolutions in an agreed timely manner. 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.

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	Keep up to date with the Microsoft road map and other technologies as appropriate.
	The ability to organise own workload and decide priorities.
	Experience of contributing to the development of ICT policies and procedures.
	The ability to use own initiative to respond to difficult problems and unexpected situations.
	Provides day-to-day server administration for both on-premise and cloud environments
	Liaises with 3rd party software vendors where necessary
Specific qualifications/and registration	Not applicable
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable
Key stakeholder relationships	ICT Management
	Technical Architects
	3rd party engagement

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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

V1.0
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