

Role Profile

Role Title	Senior System Analyst and Software Technician
Reporting To	Director of ICT Services
Department	ICT Services
Grade	£34,000
Version Date	December 2020

Role Purpose

To provide lead support on Microsoft Active Directory, Exchange/Outlook, Office 365 suite of products, Desktop O/S and all associated College software. To assist in the management and maintenance of the Hull College Group ICT PC and Network infrastructure ensuring that support and services are available to clients whenever needed subject to service level agreements.

Key Responsibilities

1. To act as a point of contact for all internal and external ICT Service support customer enquiries through the use of telephone, email and face to face communication including out of hours support
2. Assist in the development, management and technical support of Exchange (Office 365).
3. Implement industry best practise design of directory and account security where permitting.
4. Support AD file/print services and Exchange/Outlook email.
5. Windows O/S desktop management and deployment across group workstations.
6. Lead on Office 365 and associated products and technologies.
7. Evaluation, testing and distribution of software over the AD network.
8. Advises and assists Group ICT colleagues in development of AD structure and enhanced tools. Provide backup support on Novell Identity Manager and Novell Storage Manager.
9. Ensures that all major Group ICT systems work and integrate with AD.
10. Maintains access to appropriate systems at all reasonable times by carrying out specified maintenance procedures.
11. Drafts procedures and documentation for AD network and associated applications.
12. Assists in the implementation of enhancements to the ICT infrastructure in consultation with the ICT Managers.
13. Recommends and advise managers and team members of developments to enhance the experience for staff and students.
14. Carries out all work with due regard to legal requirements of software license arrangements and agreed protocols for the use of the academic network.
15. Represent the College at internal and external meetings, working with a range of stakeholders including weekend and evening events.
16. Actively comply and contribute to the College's policies and procedures, particularly in relation to Health and Safety, Safeguarding, Equal Opportunities and Data Protection.

Person Specification - Senior AD Analyst and Software Technician

	Essential	Desirable	How assessed*
QUALIFICATIONS			
Good educational background or professional training and Microsoft certification.	√		AF, IV, AT, Cert
Substantial experience on Microsoft Active Directory/Exchange	√		AF, IV, AT, Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Technically qualified in ICT Network and desktop support or substantial recent relevant experience	√		AF, IV, AT,
Expert knowledge of Microsoft AD and Exchange and Office Suite	√		AF, IV, AT,
Able to demonstrate ability to support Windows operating systems and applications	√		AF, IV, AT,
Evidence of self-motivation and ability and experience of working on own initiative	√		AF, IV,
Novell ZEN and/or IDM support experience		√	AF, IV,
Experience of network software distribution		√	AF, IV,
Mobile device support experience		√	AF, IV,
SKILLS AND ABILITIES			
Sound knowledge of networking and Microsoft technologies	√		AF, IV, AT,
Good knowledge of Computing hardware, software and other digital equipment	√		AF, IV, AT,
Sound knowledge of Microsoft operating systems	√		AF, IV, AT,
Excellent communication skills	√		AF, IV,
Working as part of a corporate team, will have a professional and disciplined approach to work, assisting colleagues as necessary	√		AF, IV,
Ability to work to tight deadlines under pressure	√		AF, IV,
Must accept and actively support the Group's agreed values	√		AF, IV,
Must be willing to work flexible hours including Saturdays and evenings to support the College's needs		√	AF, IV,

*Key to how skills are assessed:

AF = Skill assessed via application form

IV = Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert = Certificate checked at interview