



South Yorkshire

POLICE

Service Delivery Administrator (System Administration)

District/Department	Information Technology	Rank/Grade	Band D
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Role purpose:	To work as part of a team to provide support, maintenance and deliver advice for a range of critical applications and systems across Humberside and South Yorkshire.
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Key Accountabilities:

Take responsibility for the planning, development, delivery and administrative user support for both forces IT systems.

Liaise with and supervise consultants/third parties to ensure security of systems.

Liaise with end-users, external consultants, suppliers and outside agencies to ensure effective services are maintained.

Assist in the implementation, maintenance and on-going development of systems and associated hardware.

Provide second line support and expert advice in system use, fault investigation and resolution.

Contribute to the decision making process of the team and support the Senior Analyst and Team Leader.

Competencies/behaviours

Please access the College of Policing website and refer to the **Competency and Values** for a definition of the values and essential behaviours for each required competency level.

<u>Competency</u> https://profdev.college.police.uk/competency-values/	<u>CVF Level</u> Level 1 - Practitioner Level 2 - Supervisor/Middle Manager Level 3 - Senior Manager/Executive
We are emotionally aware	1
We take ownership	1
We are collaborative	1
We deliver, support and inspire	1
We analyse critically	1
We are innovative and open-minded	1

Core values for ALL employees:

Integrity	Public Service
Impartiality	Transparency

Experience, Education and Skills: *Ideally between 4 and 6 of each*

Essential:

Hold a degree and/or significant experience of working with Information Technology.

Knowledge of the types of Systems or Applications supported by a System Administration Team.

Strong IT skills.

Good communication skills both written and oral.

Flexible and adaptable to a fast-changing environment.

Able to remain calm under pressure, consistent in approach to daily tasks and committed to customer service.

Desirable:

ITIL Foundation

Knowledge and experience of project planning and methodologies e.g. PRINCE 2

Knowledge and experience of dealing with suppliers and contractors.

Knowledge and experience of business models and continuous improvement.