



## Job Description

**Title:** ICT Systems Administrator  
**Reporting to:** Library & Information Systems Manager  
**Job Purpose:** To provide technical support to RDS Clients and Staff ensuring all ICT systems and services perform to their optimum and that RDS delivers excellent service to Clients, Visitors, Staff and Members

### **Key Responsibilities**

ICT Support for Clients (Small Events -Commercial and Operations) – Working closely with ICT Systems Executive to:

1. Provide pre-event and event support primarily for all small meetings requiring ICT services on-site except events within the main halls 1-8 (Although support for events in these locations may be required from time to time as our service offering expands). ICT Services include Wi-Fi, AV, Wired Connectivity, IPTV/ Signage, IP Telephony. This will involve direct support also ensuring that key partners deliver their requirements for events;
2. Become a Super-user for all key systems and applications: Ucopia, Xirrus XMS, IPTV /Digital Signage, CCTV, Access Control, Others as they are deployed;
3. Liaise with ICT partners to ensure required services are delivered and appropriate support is provided as required including but not limited to: Ablecom, AVTEK, Xirrus, UCOPIA, Agile Networks, NetSpeed, IPTV Partner, CCTV Partner;
4. Help implement and monitor a culture of change control for all ICT systems ensuring down time is minimised and rollback capability.

ICT Support for RDS Staff – Working closely with ICT Systems Executive to:

5. Troubleshoot all information system/application issues for RDS staff and respond in a timely manner;
6. Resolve all network user issues and queries. This includes servers, PC/virtual desktops, mail system, backup system, internal RDS telephony and cabling;
7. Liaise with ICT partners to ensure required services are delivered and appropriate support is provided as required including but not limited to: Trilogy Technologies, Agile Networks, Stacked Print Management, Topsec Technology, Strata3;
8. Obtain and install all necessary hardware and Office software upgrades to ensure that the ICT infrastructure is capable of meeting the needs of the Society;
9. Provide technical support for the two RDS websites, by liaising with website service provider Strata3 when required;
10. Implement security measures to safeguard information in IT systems against accidental, unauthorized modification, destruction, or disclosure through the regular daily monitoring of Anti-virus and Anti-spam software and ensuring all systems are supported by a daily backup;
11. Maintain and upgrade internal office communication systems and office equipment such as telephone system, fax, franking machine, copiers and printers;
12. Participate in any other RDS projects or events as directed by the Library & Information Systems Manager.

Note: In cases of emergency, provision of support to Commercial clients takes priority over providing support to RDS staff.

## **Person Specification**

### **Person Attributes**

- Flexible and adaptable person who enjoys working with others;
- A proven ability to work under pressure within pre-set timescales and to consistently deliver to high quality standards;
- A motivated team player who possesses excellent interpersonal and communication skills;
- Conscientious, detail conscious, organised and discreet individual.

### **Work Experience**

- 0 – 2 years post-qualification IT experience at a similar level;
- Experience in the following systems would be advantageous:
  - Network management systems;
  - Windows Server 2012+;
  - Windows 7, Windows 10 operating systems;
  - Vmware Vsphere and View Client;
  - MS Office Suite of products and other Windows applications;
  - Sophos Anti-virus;
  - Veeam Backup and Replication;
  - Technical website maintenance.

### **Qualifications**

- Third level qualification in Information Systems or Computer Science;
- Microsoft and networking certification (desirable);
- Vmware Vsphere certification (desirable).

### **Skills**

- Good troubleshooting skills;
- Excellent customer service skills;
- Team working skills;
- Strong interpersonal and communication skills;