JOB AND TASK DESCRIPTION

Job Title: ICT Systems Specialist **–** Infrastructure & Architecture

Division: Strategy, Portfolio and Partnerships Division

Grade: H

Reports To: Adviser, Infrastructure & Architecture

General information

The Information and Communications Technology (ICT), Data and Analytics Section forms part of the Strategy, Portfolio, Partnerships and Digital Division (SPPD) and serves as a focal point to establish technology standards of relevance to the Secretariat's local environment, while applying and supporting the use of data, analytics and ICTs technology to enhance programme delivery, staff productivity and improve the quality of the Secretariat's output. The Section contributes to the Secretariat's strategy and contributes to the proper selection of technologies by providing information on advanced and appropriate technology, systems analysis and software acquisition. The section aims to assist all programme areas in meeting their specific data and information requirements and plays an active role in the building and upgrading of the skills and knowledge of staff in the use of computers and relevant software applications.

Job summary

Reporting to the Adviser, Infrastructure and Architecture, the post-holder is responsible for contributing to the provision and maintenance of a resilient infrastructure and excellent responsiveness of ICT Services.

The role will participate in the implementation of an Enterprise Architecture and in the configuration, deployment, maintenance and monitoring of cloud and on premise platforms.

Task description

The post-holder:

- Maintains the organisational Enterprise Architecture under the guidance of Adviser, Infrastructure & Architecture.
- Installs, configures, documents and supports new and existing cloud platforms, servers and network infrastructure.
- Conducts secure configuration, deployment, testing and analysis of all components of cloud, network and server infrastructure components.
- Develops technical specifications and terms of reference for relevant services.
- Keeps up to date with developments in the industry and latest technology and recommends and implements patches, upgrades and new products as appropriate.
- Works closely with the rest of IT to ensure a timely, robust and comprehensive service transition process.
- Works closely with staff from other divisions who are implementing IT Projects to provide infrastructure platforms.
- Manages overall system availability and implements a resilient technical architecture to reduce failures.
- Works with facilities management to ensure that environmental requirements for on premise infrastructure are met.
- Responsible for overall day-to-day system configuration, administration, and monitoring.
- Monitors and evaluates the efficiency and effectiveness of infrastructure service delivery methods and procedures.
- Monitors business critical processes and systems.
- Undertakes de-commissioning of infrastructure at end of life.
- Documents and maintains all relevant operational processes and procedures.
- Provide occasional out of hours' support.

Person specification

Education / Qualifications
Required
- Degree in IT or related discipline
- Microsoft and Networking Certification
Desirable
- Enterprise Architecture certification

Experience
At least five years' experience in a mid to large sized IT Department, providing 2nd line On-Premise and Cloud infrastructure in an predominantly Microsoft Environment.

Functional:

- In depth knowledge of Virtualisation, Cloud Platforms, Server & desktop hardware/ operating systems, networks, firewalls and load balancers, telecoms, etc.
- In depth ITIL Knowledge
- A probing and analytical approach with the ability to pre-empt potential problems and identify inefficiencies
- Ability to prioritise and allocate resource/effort appropriately
- Experience of working with 3rd party service providers
- Proactive team player

Technical:
- In depth knowledge of Microsoft Windows Server
- In depth knowledge of Active Directory (Design, Security and Administration)
- In depth knowledge of Messaging (MS Exchange, Archiving, Unified Communications)
- In depth knowledge of Networking technologies and concepts.
- Good understanding of Server virtualisation (VMWare 5 / Hyper V)
- Good understanding of IT security and Data protection
- Good understanding of Cloud and mobile technology

Other:
- Strong interpersonal skills, able to communicate across a broad spectrum of users
- Excellent oral, written and presentation communication skills
- Unfazed by organisational change.

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Competencies:

Respect for Diversity

Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Challenges others to rectify biases in behaviour, systems & process

Communication

Ensures information is communicated to and from the top level and filtered through the appropriate channels

Communicates effectively with and gains understanding of top level stakeholders e.g. Heads of member states

Planning & Analysis

Effectively assesses and advises on major programmes / activities at a divisional level

Balances focus in order to deliver both Commonwealth Secretariat and member states' goals

Ability to interpret incomplete and/or ambiguous information

Effectively analyses and assesses new or uncertain critical situations

Adapting and Innovating

Identifies opportunities to improve Commonwealth Secretariat structures, processes and/ or outputs, and influences others towards those goals

Identifies with and considers member states' perspective and directs initiatives aimed at improving the services provided to them

Adhering to Principles & Values

Sets example and embodies Commonwealth Secretariat principles and values Demonstrably protects the reputation of the Commonwealth Secretariat

Interprets and implements Commonwealth Secretariat principles and values

Leadership & Development

Mentors a number of employees at a senior level

Recognises the talent in the Commonwealth Secretariat, seeking to develop, support, and grow it

Directs the energy of the organisation towards a common goal

Provides an example to others by demonstrating moral courage in the face of challenging circumstances