

<b>Job Title</b>	<b>Windows Server Support Technician</b>
<b>Department</b>	ICT
<b>Site</b>	Head Office - Benson
<b>Reports To (primary)</b>	Assistant ICT Manager
<b>Reports To (secondary)</b>	ICT Manager
<b>Interacts With</b>	Internal customers, suppliers, computer support and maintenance providers
<b>Date of Job Description</b>	October 2011
<b>Hours of Work</b>	A rotating pattern of 09.00 to 17.00, 08.00 to 16.00 and 09.30 to 17.30, Monday to Friday – a total of 35 hours per week. You will also be required to provide phone support on 1 in 3 Saturday mornings from 08.00 to 12.00.

<b>Job Purpose</b>
The job holder, who will be part of a 7 strong team, will assist in the management of all windows servers (patching, maintaining and monitoring performance etc.) across the Grundon network, encompassing the main operating sites and providing end user support when required.

<b>Key Duties</b>
<ul style="list-style-type: none"> <li>Ensure the continued performance of the server infrastructure through proactive maintenance and administration</li> </ul> <p>Ensure the integrity of data backups</p> <ul style="list-style-type: none"> <li>Ensure servers and desktops (in conjunction with first line support personnel) are appropriately software and hardware updated</li> </ul> <p>Check server disk space, event logs, services and availability Report future hardware requirements in a timely manner Arrange and perform server reboots when necessary, notifying users as required</p> <ul style="list-style-type: none"> <li>Support all used aspects of Windows Server technology, including DNS, DHCP, AD, File services (shares and security)</li> </ul> <p>Support Microsoft Exchange, all aspects from mailbox maintenance to upgrading to new versions Support Microsoft SQL Server, all aspects from running maintenance plans to writing basic SQL scripts Keep up with new server technologies, investigating appropriateness for Grundon and trial if necessary Ensure that all server software is properly licensed and documented Ensure the SNMP management and reporting tool is up to date Liaise with suppliers, computer support and maintenance companies as required Ensure server continuity through use of UPS's Be a key member of the Helpdesk team, providing second level telephone support to users as required Provide support to the ICT Manager and Assistant ICT Manager Carry out any other duties, such as ad-hoc projects, as requested and that are within the skills and capability of the jobholder</p> <ul style="list-style-type: none"> <li>Ensure full compliance with all Company policies and procedures including health &amp; safety and employment</li> </ul>

<b>Qualifications</b>
<ul style="list-style-type: none"> <li>Educated to GCSE, NVQ, GNVQ or equivalent in an IT related subject</li> <li>Information Technology BTEC Diploma or equivalent would be advantageous</li> <li>Full UK driving licence</li> </ul> <p>FAST Approved Software Manager/Auditor (not essential as training will be provided)</p>

<b>Experience/ Skills / Knowledge</b>
<ul style="list-style-type: none"> <li>Knowledge of Microsoft Windows Server Platform administration, including Exchange, MSSQL, AD, DNS, DHCP etc.</li> </ul>

Methodical approach to problem solving  
Strong team worker with ability to work on own initiative  
Places a high importance on providing the best customer service  
Professionalism, flexibility, tenaciousness and commitment  
Excellent communication skills both written and verbal  
Practical, hands-on approach: displaying a 'can do' attitude.

- Understanding who the customer is, both internal and external, and displaying excellent customer service skills

2 years working in a Windows Server Administration role

### **Key Performance Indicators**

Evidence of being able to focus on key priorities and to deliver on time  
Evidence of server integrity and availability  
Evidence of establishing and maintaining personal and professional credibility at all levels

- Evidence of using a structured problem solving and practical approach towards customer needs and issues

Energetic, self-motivated team player with a strong sense of achievement  
Evidence of a good level of customer service being provided