WESTERN POWER DISTRIBUTION

**INFORMATION RESOURCES
(IR COMPUTER SERVICES)
FINANCE**

**SYSTEMS ADMINISTRATOR
EBA GRADE 7**

SUMMARY OF ROLE

- To maintain & support the corporate technical computing environments in order to provide a quality service to all the customers of IR, as directed.
- To assist in the development of strategies to provide the above service.
- Perform the installation and customisation of approved & supported systems software on all platforms, as directed.
- Maintain approved & supported systems software on all platforms, as directed.
- Monitor system availability, performance & capacity planning across all platforms, as directed.
- Exploit systems software to maximise cost benefits to business, as directed.

KEY FEATURES

- Participate in project planning for the installation of approved & supported systems software & hardware products on all platforms.
- Assist in the technical evaluation of software packages & hardware products, as appropriate.
- Investigate new releases of current software and recommend migration actions, where applicable.
- Liaison with other IR departments as necessary including advice on new features of software.
- Provide specialist support of corporate technical computing environment components.
- Problem determination & resolution of supported software products.
- Document all installation, maintenance, customisation & processes.
- Ensure the compliance of the Health and Safety at work requirements, including fire & emergency precautions.
- Liaison with non-WPD organisations, e.g. Support lines, reference sites, salesmen etc.
- Attain a good understanding of WPD's business needs and the Company's objectives.
- Represent WPD at specific groups or inter company meetings.
- Ability to operate with own discretion, individually and as a key member of a technical team.

SKILLS, KNOWLEDGE AND EXPERTISE

- Educated to degree level or equivalent further education qualification. Part professional qualification desirable
- Good communication skills (oral & written)
- Good interpersonal skills
- At least 5 years IT experience in a technical field
- Good understanding of WPD business
- Planning and organisational skills
- Comprehensive experience in the specific area of involvement (e.g. Database Management, Windows & UNIX Servers etc)
- NVQ Level 4/5.