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| Role Title  | Configuration Technical Administrator |
| Function & Dept. | Configuration Centre |
| Career Growth Level | Supporting & Co-ordinating (F) |
| CGP Descriptor  | More complex roles which do not require significant specialist knowledge, but may work with confidential/ key information, are involved in process delivery, and may have some supervisory responsibilities. |
| Team  | N/A |
| Reports to | Senior Configuration Technical Administrator |
| Role Purpose  | To transition customers IT build solutions and provide both customers and internal clients with an on-going administration support for configuration services, within the configuration centre. |
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| Key Responsibilities  |
| 1. Transition customer solutions into the configuration centre within the agreed Service Level Agreement (SLA). And also, liaise with Customers and Group IT to setup Virtual Private Network (VPN) connections into the facility.2. Support and maintain the Configuration Centres internal infrastructure. Carry out patchwork activity for new customer and carry out changes to existing infrastructure. 3. Monitor and pickup required tasks and ensure they are completed to the SLA.4. Create and technically vet procedures for all new customer solutions within the agreed SLA. Provide day to day support internally to the operational teams within SCC.5. Ensure all day-to-day office duties are completed to Business standards and to maintain a 3 day SLA as per ISO20000 accreditation.6. Adhere to the configuration centres ISO accreditations standards that support this job role /function.7. Comply with all Health and Safety requirements within the Configuration Centre.8. Create Specific Production Data Acquisition (PDA) project to capture customer data and create asset reports with IT, conforming to customer agreed standards.9. Technical vetting of configuration orders prior to scheduling.10. Liaise with PS and Sales force around Business as usual (BAU) and Project accounts. To escalate issues regarding SLA and Production to the management team. |
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| Person Specification  |
| 1. Strong communication and presentation skills.2. Strong Administrative skills.3. Knowledge of multiple hardware/vendors i.e. Desktops/Laptops/Servers, HP/Lenovo etc.4. Knowledge of IT products essential, ideally accreditations such as MCSE, MCP.5. CompTIA Server+ (Advantageous) or demonstratable ability / experience in handling IT equipment in a similar role / Capacity.6. Understanding of network processes, ISO processes & procedures.7. Ability to follow documented procedures with precision and process in a timely manner. 8. Must be able to obtain the Government and/or Police Security Levels required in order to meet the operational requirements of the role (no caveats) and as per the requirements stipulated in relevant customer contracts.  |

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| Key Competencies |  | Level  |
| 1. | Communication Skills | Level 1 |
| 2 | Planning & Organising | Level 1 |
| 3. | Presentation Skills | Level 1 |
| 4. | Process Management | Level 1 |
| 5. | Quality Ownership | Level 1 |

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| Value Behaviours  |  | Level |
| 1. | Responsibility  | N/A |
| 2. | Passion  | N/A |
| 3. | Customer First  | N/A |
| 4. | Agility  | N/A |
| 5. | Family  | N/A |

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | November 2023  | Original  | HR  | November 2023  |
| 2.0 | March 2024  | Formatting of cells  | HR  | March 2024  |
| 3.0 | August 2024 | Updated | HR | August 2024 |