



JOB DESCRIPTION

Post: Systems Administrator
Department: Department of Home Affairs
Division: Isle of Man Constabulary
Area: Organisational Development
Grade: D400 / Pay Band 13
Reports To: Inspector, Info Hub

Overall Purpose of the Job:

1. To be responsible for the ongoing administration, maintenance, configuration and development of the Isle of Man Constabulary's IT business systems.
2. To provide first line support and service to end users of the Constabulary's IT business systems, dealing with queries and issues.
3. To be a Constabulary IT business systems expert, able to provide technical understanding and input in order to inform both day-to-day business process issues and longer term strategic development decisions.

Main Duties & Responsibilities:

1. Working with the Crime Management Unit Inspector and NEC to oversee CONNECT ongoing development, ensuring system and Constabulary processes are considered. To liaise with CONNECT's owners around new developments, upgrades, bug fixes.
2. Reviewing data quality within the Constabulary IT business systems to ensure that it complies with Constabulary standards and in line with the 'CONNECT' system requirements. Auditing systems use and ensure information security standards are being adhered to.
3. To identify, record and provide 1st/2nd line response to systems incidents, service requests and change requests, providing advice and guidance to customers, stakeholders and colleagues in respect of all Constabulary IT software.
4. To ensure that the day to day operation of the Constabulary IT business systems is in line with Force policies and processes and meets all GDPR requirements.
5. To administrate the system by updating CV/Pick lists; configure and maintain the automated functions within the system; create/maintain risk assessments and questions sets; ensuring all document templates are up to date and develop new, when required.
6. To ensure organisation administration such as: access; security; permissions; structures; units; and workflow assignments are up to date in line with Constabulary requirements.
7. To liaise and consult with NEC service teams and IOM GTS staff when investigating problems and developing solutions, in order to minimise disruption to users and the Constabulary.
8. Develop, implement and monitor business system policies and controls to ensure data accuracy, security, legal and regulatory compliance.

9. To contribute to projects in relation to organisational change to improve the efficiency and effectiveness of the Constabulary utilising the business systems infrastructure.
10. To participate in an on-call duty rota. This is generally one week in two for which an on-call payment is made and overtime is paid for any call outs.
11. Any other duties as directed by the line manager and commensurate with the grade.

Other Information:

The post holder is required to participate in an on-call duty rota. This is currently every other week for which an on-call payment is made and overtime is paid for any call outs.

The job description is not a statement of all the detailed procedures and conditions applicable to the post holder, therefore there will always be instructions and information additional to those outlined.

The Isle of Man Government is committed to ensuring that children and adults are safeguarded and supported in reaching their potential, and expects all members of staff to share this commitment. Staff must work within all Isle of Man Constabulary safeguarding policies and procedures

Performance Management and Improvement:

All Civil Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews and manage those staff reporting in to them.

Security Clearance:

The role will require the post holder to achieve a SC (Security Clearance) level check due to the nature of the work and the access itself. This will involve the completion of a detailed Constabulary Security questionnaire. Such checks can take several weeks to be received however consideration will be given for a conditional start to become effective subject to a risk assessment being carried out.

Health and Safety:

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health, Safety and Wellbeing Group.

Training:

The post holder will receive full and comprehensive training commensurate with the requirements of the post. They may be required to attend a number of training courses locally and nationally, as agreed in conjunction with their line manager and the requirements of the role.

Competency Levels for this post are:

| Competencies | Level Required |
|-------------------------------|-----------------------|
| Leading and Working Together | B |
| Communicating and Influencing | C |
| Achieving Results | C |

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|-----------------------------------|---|
| Delivering a Quality Service | C |
| Changing and Learning | B |
| Showing Commitment and Resilience | B |

Notes:

The Chief Constable reserves the right to transfer the post holder to any other area within the Force or Department, following consultation with the post holder and taking into account any agreements which may be in force at that time.

**Isle of Man Civil Service
Person Specification**

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| Post: | Systems Administrator |
| Grade: | D400 |
| Division: | Department of Home Affairs, Isle of Man Constabulary |

| ATTRIBUTES | ESSENTIAL or DESIRABLE | METHOD OF ASSESSMENT |
|--|------------------------------|----------------------------|
| <p>Qualifications 5 GCSE's at Grade C or above or equivalent (including English Language).</p> | D | CV |
| <p>NVQ2 / A-Level IT qualification / ITIL Foundation or equivalent IT qualification, working towards such a qualification or equivalent experience in the IT field.</p> | E | CV |
| <p>Experience Proven experience of working with multiple stakeholders and third party suppliers.</p> | D | CV/Interview |
| <p>Experience of providing advice and guidance to staff and managers on effectively using a particular IT system.</p> | E | CV/Interview |
| <p>Experience of communicating across a wide spectrum of people, both individuals and in groups.</p> | D | CV/Interview |
| <p>Experience of ensuring the use of IT systems complies with law or other requirements.</p> | E | CV/Interview |
| <p>Experience of interrogating computer systems to produce accurate reports and management information (graphs, tables and statistics) to support and inform management decisions.</p> | E | CV/Interview |
| <p>Experience of handling highly confidential information displaying the utmost integrity.</p> | E | CV/Interview |
| <p>Experience of working on own initiative, investigating problems, developing solutions and taking appropriate timely action to resolve them.</p> | E | CV/Interview |
| <p>An ability to write SQL database queries, in particular using Microsoft SQL Server Reporting Services (SSRS) and/or similar systems.</p> | D | CV/Interview |
| <p>An ability to administrate Microsoft SharePoint including the alteration and creation of Microsoft InfoPath templates.</p> | D | CV/Interview |
| <p>Knowledge and Skills A background of working with computer systems and complex data in a System and/or Database Administrator role.</p> | E | CV/Interview |
| <p>Understanding of systems architecture and interfaces.</p> | E | CV/Interview |

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|--|---|-----------------------|
| Excellent IT skills. | E | CV/Interview |
| Disposition An appetite for changing and learning. | D | CV/Interview |
| Confident, positive and can-do approach to work. | E | CV/Interview |
| Committed to achieving high results. | D | CV/Interview |
| Ability to remain calm under pressure and adapt to changing demands and circumstances. | D | CV/Interview |
| Circumstances and Interests Isle of Man Worker | D | Application |
| Flexible approach to work as the post holder is required to participate in an on-call duty rota outside of normal working hours. | E | CV/Interview |
| Access to own vehicle for work purposes | D | Interview |
| Satisfactory Security Clearance check | E | Pre-employment checks |