



SECTION 1: JOB DETAILS

Job Title:	Systems Administrator
Directorate :	Corporate Resources
Department:	Information Technology
Band:	3
Salary:	£20,616 - £26,739
Contract:	Permanent
Reports to:	Senior Systems Administrator

Overall purpose of the role: We are looking for a confident and consistent systems administrator to take responsibility for developing and supporting the technical infrastructure, especially ensuring the on-going integrity, efficient delivery and storage of audiovisual data . You will work as part of a fast moving ICT team with a diverse workload and your primary duties will be delivering the ICT infrastructure necessary for the success of the project.

SECTION 2: THE DIRECTORATE

The Corporate Services Directorate is the provider of key central services to the remainder of the Library and beyond to the public (both local and remote users). These include:

- Finance and Enterprise, Human Resources and Training.
- Building Facilities: physical development, structural maintenance, security, portering, cleaning and grounds maintenance.
- ICT: development and support of all ICT systems and services, networking, including internal and external connectivity, Internet and World Wide Web facilities provision in terms of the Library's main website and related microsites, central IT procurement.

These Departments work directly with other parts of the Library, often in inter-departmental task groups and sometimes on internal collaborative projects involving each other within the Department as well as externally. They aim to provide leadership based on their acknowledged areas of professional expertise and adopt an attitude of positive co-operation in strategy planning and practical implementation. The quality of service provided is to the highest professional standards. The Department has an important contribution to make to the achievement of the Corporate Aims of the Library which are taken fully into account when the annual operational plan of the Department is prepared.

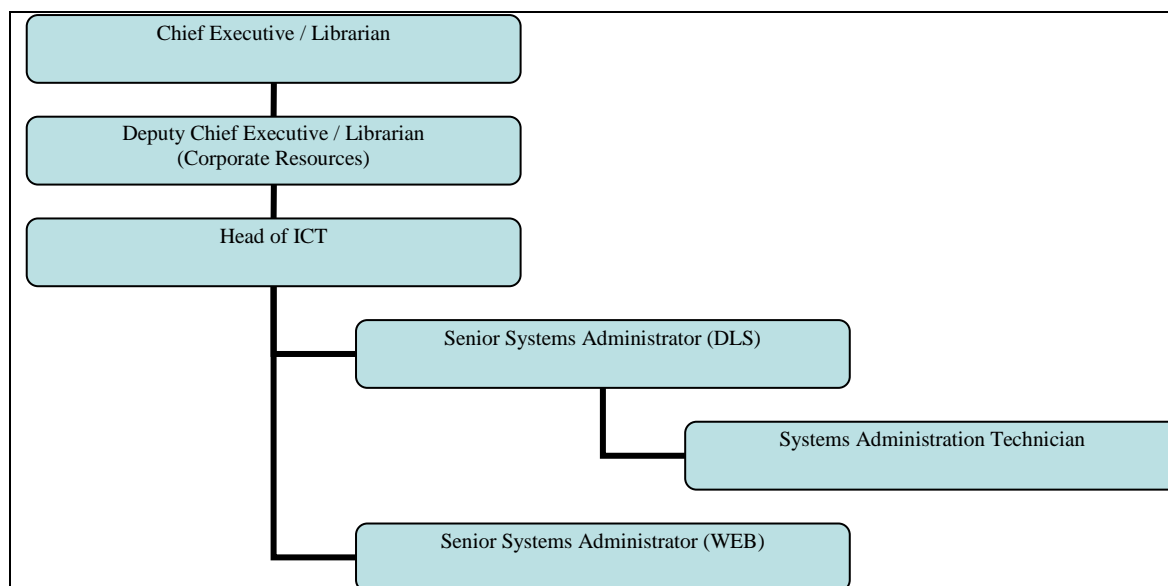
ICT Department

The ICT Department provides in-house support for the procurement, implementation, maintenance and operation of all the Library's computing, networking and telephone equipment and also provides a technical help desk for user problems. The Department is also responsible for Internet and World Wide Web facilities provision and basic IT user training for all staff. Additional support for specific applications, hardware maintenance and technical specialisms is contracted out.

The ICT Department is essential to the efficient running of the Library's business and related processes as well as for service delivery to both staff and public users. The work of the Department underpins the performance of the Library through provision of the following services:

- e-mail and intranet services
- Security and access management
- Training and documentation
- Conformance with legislation e.g. FOI, General Data Protection Regulation (GDPR) 2018
- Business Continuity (disaster recovery & emergency planning)
- Support of all ICT based systems and services
- Sustainable procurement advice and support

SECTION 3: ORGANISATIONAL CHART



SECTION 4: KEY DUTIES

The main duties will be to ensure the availability and integrity of audiovisual archive storage systems including related hardware and software and assist the Operations team to support the information technology infrastructure of the Library, primarily focusing on the audiovisual Archive and to develop and improve the existing workflows of the Operations team to take account of the continuing work of maintaining and delivering the digitised audiovisual. The main responsibilities will be as follows:

- Assist with the delivery of the ICT work packages for audiovisual digitisation.

- Ensure audiovisual storage systems are secured and protected
- Provide storage to different systems related to the audiovisual digitisation as required and plan for ongoing storage delivery requirements.
- Maintain the storage infrastructure of the audiovisual digitisation on a day-to-day basis (including working with the Senior Systems Administrator to support the Digital Archive infrastructure).
- Liase, in co-operation with the Senior Systems Administrator and other ICT staff, provide second line support to the Library's helpdesk (Ffwdan).
- Assist with the support and management of digitisation hardware. e.g. Pipeline hardware.
- Support and maintain the audio visual and the broader ICT infrastructure ensuring that appropriate software and operating systems are deployed on them and are configured, patched and updated correctly so that services are provided effectively with Microsoft WSUS.
- Create and update documentation on all areas of your work and to provide support and training to other members of the team as appropriate.
- Proactively recommend and implement improvements to the ICT technical infrastructure.
- Provide assistance where appropriate for work which arises from the ICT Section's helpdesk service, including working on Saturdays on an 'on call' basis as part of a rota.
- Deal with personal and business critical information responsibly and maintain a general understanding of the General Data Protection Regulation (GDPR) 2018 and Freedom of Information acts

This Job Description is provided to give post holders a broad outline of the activities involved in this role. The Library may require other duties to be undertaken which are not necessarily specified on the Job Description but which are commensurate with the scale of the post. The Job Description may be amended from time to time within the scope and level of responsibility relevant to this post.

SECTION 5: RESPONSIBILITY

Responsibility for people: This post does not have responsibility for other staff members.

Responsibility for budget management: This post does not involve responsibility for managing finance.

SECTION 6: RELATIONSHIPS WITH OTHERS

Internal:	Nature of Contact:
Senior System Administrator	Liase to ensure that backup arrangements meet the standards of Disaster Recovery Plans and participate in testing as appropriate.
Development Staff	Ensure an ongoing understanding of the data storage and backup requirements of Development staff to ensure integrity and recoverability of critical data.
Project Staff	Attendance in relevant project meetings, reporting on progress and development options, taking part in scoping activities and contributing to planning.
Digitisation Staff	Liase, in co-operation with the Senior Systems Administrator, on the storage and data management/protection requirements of digitisation projects.
Other ICT section staff	Daily contact as part of the work which arises from maintaining the Library's main systems
Other Library Staff	Daily contact with National Screen and Sound Archive staff in regard to the ITV and UFH digitisation projects.
External:	Nature of Contact
ITV Wales Staff	Liase to ensure the efficient delivery of digital files from NLW to ITV as required.

SECTION 7: PROBLEM SOLVING

You will have an excellent understanding of Linux, Windows and other technical environments which you will use to identify and solve problems in the course of your work.

You will be experienced in monitoring and interpreting the logfiles produced by common software systems and be willing to learn new systems as appropriate.

You will be able to work with existing documentation and to recognise issues with existing documentation and to amend or make recommendations as appropriate.

You will be able to solve common problems that arise in your day to day work, using documentation and other information sources as appropriate, and to provide long term solutions to existing problems.

You will be confident in your own ability but understand when problems require escalating.

SECTION 8: DECISION MAKING

You will be able to make practical decisions regarding the criticality of content and make clear recommendations.

You will make decisions based on both your own experience and on best practice identified through your work and through recommendations to the team seek to continually improve the section's ways of working.

You will be able to prioritise appropriately and balance longer term tasks with the immediate concerns of systems administration work.

SECTION 9: PERSON SPECIFICATION

ATTRIBUTE	ESSENTIAL	DESIRABLE
Knowledge / Education	<ul style="list-style-type: none"> ▪ Operating knowledge of Linux and Windows ▪ Applied knowledge of computer storage systems ▪ Ability to produce and update technical documentation ▪ The ability to communicate effectively – both orally and written - in English ▪ Good organisational and planning skills ▪ The ability to learn quickly about new technologies ▪ The ability to share knowledge with others through informal training ▪ Ability to work on own initiative and as part of a team ▪ Good communication and interpersonal skills ▪ Ability to prioritise tasks 	<ul style="list-style-type: none"> ▪ Knowledge of Enterprise Backup solutions (e.g. Veeam/Netvault) ▪ Experience of network storage and file sharing services (such as NFS, Samba, AFP, Apache) ▪ Experience of scripting e.g. VBasic, Bash, Perl or Python ▪ Experience of network based monitoring systems ▪ Knowledge of Virtualisation Technologies ▪ Clear and consistent approach to problem solving, taking responsibility for your decisions and actions. ▪ The ability to communicate effectively – both orally and written - in Welsh
Experience	<ul style="list-style-type: none"> ▪ A good degree or professional qualification in an IT relevant field or demonstrable experience of working in the field 	<ul style="list-style-type: none"> ▪ Experience of developing and/or maintaining backup strategies

SECTION 10: COMPETENCIES

These are the specific competences that you will be expected to demonstrate in this role. You should refer to these when completing the attached application form, please refer to guidance for further information.

1. CORE COMPETENCIES

1.	Customer Service	<ul style="list-style-type: none">• Values diverse views, experiences and approaches of others• Acts with integrity and in a courteous and helpful manner to maintain a professional service
2.	Managing Resources	<ul style="list-style-type: none">• Monitors, maintains and takes responsibility for allocated resources• Makes appropriate use of technology, equipment and space to achieve objectives
3.	Communication	<ul style="list-style-type: none">• Is assertive when necessary and uses persuasion responsibly to make a case• Deals effectively and patiently with difficult customers
4.	Delivering Results	<ul style="list-style-type: none">• Plans, prioritises, co-ordinates and organises available resources to deliver objectives• Takes time to check for errors in own work and corrects as necessary

2. Role Competencies

1.	Management and Collaboration	<ul style="list-style-type: none">• Accepts responsibility for achieving day-to-day tasks and objectives• Demonstrates a willingness to work collaboratively across the Library and with relevant external organisations
2.	Corporate Support	<ul style="list-style-type: none">• Appreciates that meeting statutory or regulatory requirements is not enough in itself• Understand the impact of their contribution on the achievement of the Library's objectives
3.	Using Information	<ul style="list-style-type: none">• Works confidentially with information and data• Checks information sources are valid, accurate and up-to-date
4.	Relevant Specialist Knowledge	<ul style="list-style-type: none">• Builds knowledge of core specialist aspects of their own role and strives to develop their knowledge of wider aspects• Ensures an awareness of the codes of practice, legislation and/or precedents that shape and control their specialist area of expertise and operates within these