Role profile

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| **Role title** | Windows Systems Consultant |
| **Department and directorate** | Technology Services |
| **Job family level** | All BMA Grade 6 |
| **Reports to (job title and name)** | Platforms Engineering Manager |
| **Direct reports (job title and name)** | n/a |

| **Summary – purpose of the role** |
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| Describe as concisely as possible the overall purpose of the job and including the core duties/responsibilities required to be performed in the role (e.g., to provide a full range of administrative support services to the department including x,y,z) |
| The purpose of this role is to manage the end user desktops and locally installed software and operating systems using administration tools either on premise or on the cloud. Legacy support and decommission of old systems are also an important part of the role. * Support, Administer and Maintain SCSM, Endpoint manager (SCCM and Intune), SCORCH and App-V.
* Manage all Windows applications and operating system upgrades through to release.
* Responsible for the enterprise anti-virus product for all BMA & BMJ estate.
* Responsible for all mobile and desktop application updates from deployment through to release.
* Manage Enterprise Management Suite (EMS). This includes Intune, Azure AD, Advanced Threat Analytics.
* Manage Operations Management Suite (OMS). This includes monitoring the whole server estate and configuring alerts and automation.
* Working with our third parties on our externally hosted services.
* Project manage the introduction of new systems.
* Resolve calls escalated from the support teams.
* Develop technical roadmaps for future desktop solutions.
* Responsible for the administration of Azure, implementing best practice.
* Responsible for the enterprise backup system on cloud.
* Manage, update, and develop key system application tools to help administer supported IT assets.
* Manage the Active Directory/GPO, Azure Active Directory (OU, Security groups etc), Intune policies and conditional access.
* Consult, evaluate, design (R&D) and implement new hardware and software for desktop/laptop and communications technologies within the BMA/BMJ.
* Produce robust change control processes for the above systems/products.
* Produce documentation/training material to enable daily administration of the above systems.
* Produce management reports to enable operational management and management KPI’s.
* Streamline and automate processes where possible.
* Assist when required with any O365 administration.
* Out of hours cover on a rota basis.
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| **Skill (level and breadth of application)** |
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| What relevant experience is necessary to undertake this role? What specialist, technical or professional qualifications are required to be able to perform the job?How far does the role extend out across the organisation, e.g., confined to own team, involves co-ordination with another department or requires regular negotiation with many other parts of the organisation. Why is this necessary? Describe the range of issues that are involved in this, e.g., resolving people’s IT problems, collecting information on key research items, or advising members on a particular issue. |
| * Considerable experience of working with .NET Systems, applications and processes or other relevant industry experience. Many of the key systems used by the Business use this technology, the ability to quickly identify and diagnose faults is essential.
* Experience of mass application deployment (new and upgrades) particularly in a multi-vendor and multi-site environment. Post holder will be responsible for designing and deploying application packages into the BMA and BMJ environments and will therefore require solid knowledge of software packaging and manipulation.
* Considerable experience of OS deployment, to a 3rd line level, the post holder will be required to design and keep up to date OS templates for the Association’s estate.
* Sound Knowledge and strong Administration of Active Directory (AD) and Azure AD.
* Implement the automation process in the System Centre Suite using SCORCH & PowerShell.
* Excellent 3rd line support and troubleshooting skills, the post holder will be responsible for calls (problems) escalated to them from the Support teams.
* Demonstrate experience of administering and maintaining SCSM, SCCM and App-V.
* Demonstrate experience in design and implementation of monitoring dashboards, alerts, and automation for the entire infrastructure estate.
* Exposure to hardware Asset Management and Inventory tools, the role will have responsibility for ensuring the IT assets system is configured to collect and report on the IT inventory across the organisation.
* 3rd line experience of dealing with viruses, recognising outbreaks and security breaches, where outbreaks occur the post holder will direct the Support team in the clean-up operation.
* High level Report writing/Technical documentation, post holder will be required to produce high quality documentation for a technical audience as well as designing and producing reports for IT management.
* System design experience specifically of anti-virus standalone client policy and advanced threat analytics, exposure to anti-virus products at the enterprise level particularly in a multi-vendor and multi-site environment.
* Experience in designing, implementing, and managing an MDM, MAM, and a PC Management solution.
* Experience in administrating an Azure environment.
* Experience in the use of an Enterprise backup solution, scheduling, checking job completion and failure remediation.
* Excellent communication skills both written and verbal, the post holder will be required to communicate primarily within their own department, also with users across the Association and additionally with 3rd party suppliers.
* The ability to work as part of a team or on their own as and when the need arises.
* Provide training to other members of staff on technical products and procedures you have implemented as part of this role, this will primarily be delivered to team leaders and or their teams within the department.
* Trained in ITIL and understands the importance within an IT function.
* Formal Microsoft Certifications.
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| **Intellectual demands (complexity and challenge)** |
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| What sorts of problems, situations or issues are typically dealt with? Give any illustrative examples. How are the problems, situations or issues dealt with (e.g., undertaking original research and analysis or seeking specialist advice)?To what extent are standard procedures and processes followed when undertaking typical tasks, and how is personal initiative used when solving problems? To what extent is creativity used in solving the problems (e.g., adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches). |
| * The work can be divided into two components – Problem resolution, and day to day maintenance. The post holder will be required to use their experience and knowledge to resolve problems. Issues can be escalated to the team leader.
* The administration of the systems once designed and setup can be dealt with using standard procedures. Where standard operating procedures are not available, the post holder will implement them.
* The post holder may need to research innovative technologies or processes to aid in continual service improvement.
* Work closely and daily across the team, BMA and BMJ to ensure all released changes meet sign-off requirements.
* Provide regular feedback to the teams on any key system issues.
* Work closely with existing 3rd parties and other external bodies to ensure continuous operation and to ensure any problems are dealt with as quickly as possible and breaks in service are kept to a minimum.
* The wide portfolio of applications and devices throughout the Association (particularly within the BMJ) requires that before we can introduce new products, extensive research, and development (R&D) is carried out to ensure compatibility.
* Mass IT change and rollout management and responsibilities (Example: upgraded operating systems, updated version of Microsoft Office, anti-virus product on every desktop/laptop in the BMA/BMJ estate etc) while keeping the down time for the end user at a minimum.
* Creation of new systems procedures based on best ITIL practice where appropriate.
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| **Judgement (independence and level and impact limitations)** |
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| What are the typical decisions that are made in the job without reference to any higher authority? What informs/constrains the decisions (e.g., expenditure limits, have to follow clearly laid down procedures or working within broad objectives). What influence upon policy, procedures or resources is there (e.g., giving advice to others)? Who (or what) is next to be affected by the decisions that are made – for example, supervisor sees them before they leave the team or the whole department sees and has to respond to the change that is made. Give typical example(s) of the consequences of the decisions (e.g., what impact does the decision-making have on the performance of the team/section/department/organisation)? |
| * The post holder will be required to use their own initiative, to plan and organise their own workload and handle work in accordance within normal office protocols, and organisational policies and procedures.
* On regular basis they will work without direct supervision and deal with routine matters without seeking further advice.
* The post holder will be responsible for bringing potential service affecting issues to the attention of management. These will include security threats that may comprise the integrity of the Associations infrastructure or data.
* Responsible for evaluating and specifying products that will meet business requirements.
* Providing technical lead on projects within any assigned workload.
* Ensure that standard operating procedures exist and are kept up to date.
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| **Use of resources (supervision of resources and influence)** |
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| What responsibility is there for managing people, equipment, budgets, resources, customer’s welfare, or confidential information? If this is a staff management role describe what is involved, e.g., staff reporting, staff development, appraisal, leading a department or the allocation of work.How does the role fit within the organisation, e.g., support role, team member, team leader, specialist policy adviser, or leading major areas of core business? |
| * Work closely with existing 3rd parties and other external bodies to ensure continuous operation and to ensure any problems are dealt with as quickly as possible.
* Work closely and daily across the team, BMA and BMJ to ensure all released changes meet sign-off requirements.
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| **Communication (level, internal and external demands, and significance)** |
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| What people are typically contacted (regardless of the medium) **inside** the Association, e.g., immediate colleagues, senior managers, or administrators? Committee members are the only members classed as internal communication. Normal non-committee membership and doctors are external (see below)Who is in regularly contact with the role holder **outside** of the Association, e.g., members who are not committee members, suppliers, members of the public? Approximately what percentage of the time is spent on external communications?What is the purpose of these contacts, e.g., conveying information, gathering data? |
| * Most of the internal contact is within the IT technical teams both BMA and BMJ, there is also contact with senior managers across the organisation.
* Regularly contact with industry professionals and specialist outside the BMA, this can occupy 10-15% of the post holder's time.
* Relaying appropriate and relevant information to the relevant team representatives. Providing training and/or training material to ensure the teams are appropriately equipped to administer and support the services used by the Association.
* Providing regular feedback to the teams on any key system issues, briefing senior managers on data security trends. Working with 3rd party contactors, specialists, and consultants on implementation of new products as and when the need arises, also for gathering information on new products and procedures.
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| **Physical demands & coordination (physical effort and mental strain)**  |
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| Are there any unusual physical or mental demands of the role; for example, lifting heavy objects, standing for long periods, using VDUs extensively or high levels of concentration? |
| * There are periods throughout the year when the physical demands of the job will be high.
* Physically demanding tasks will require the ability to lift safely lift heavy equipment when installing new equipment into the Server rooms.
* An elevated level of concentration is required when working on complex problems in situations that could cause catastrophic consequences to the Business if a wrong decision is made or a process is missed.
* Prolong use of VDUs over and above a standard use due to deploying technology or fixing problems that would require working extended hours.
* Standing for prolong periods while diagnosing, installing, or configuring devices or appliances while on a project or doing routine maintenance.
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| **Working conditions and emotional demands** |
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| What are the environmental conditions in which the work is conducted, the social and emotional demands faced by the role and the pressures resulting from these? |
| * Some flexibility is required to accommodate maintenance and upgrade work. Most of the work is scheduled for the weekends/Bank holidays to minimise any impact that may impact the running of the business and to allow extra time to recovery systems so that they are back and running for start of business on Monday.
* The flexibility of out of hours cover on a rota basis will be required.
* The role also requires occasional travel to other offices to often work out of hours unsupervised this impacts on social life as some of these require overnight stays or early starts or late finishes.
* There is a varying amount of stress from the weight of the importance/impact of some of this work.
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| **BMA competency level required** |
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| The post holder is expected to execute their role in line with our five organizational values. These are currently being translated into behavioral indicators that will form part of our new performance management process. The following examples illustrate how we are using our values to inform how we act:* We are **leaders** because:
	+ We strive to always improve.
	+ We take responsibility for our actions.
	+ We collaborate with each other and work as one BMA for the good of our members.
	+ We are proactive and prepared to guide our members and each other.
* We are **experts** because:
	+ We understand our members
	+ We draw on our collective experience and knowledge to solve problems.
	+ We use our insights and research to make decisions.
	+ We provide accurate, credible, relevant, and engaging information.
	+ We recognise our strengths and act upon them.
* We are **committed** because:
	+ We listen to our members and put them at the heart of everything we do.
	+ We are respectful, inclusive, open, and honest with our members and each other.
	+ We approach everything we do with confidence and sensitivity.
* We are **reliable** because:
	+ We deliver on what we say we will do.
	+ We are accessible and approachable.
	+ We build trust by being consistent and supportive.
	+ We are positive and decisive whatever the situation.
* We are **challenging** because:
	+ We fight, ethically and fearlessly, for the interests of all our members.
	+ We work as a brave, assertive, and effective champion for high quality health. services and the advancement of the profession.
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| **Sign-off** |
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| Manager: | Date: |
| Role holder: | Date: |