

**BIRDLIFE INTERNATIONAL - JOB SPECIFICATION/DESCRIPTION**

<b>JOB TITLE:</b>	IT Support Engineer (2 <sup>nd</sup> /3 <sup>rd</sup> line)
<b>DIVISION/DEPARTMENT:</b>	Operations/ IT

**1. OVERALL PURPOSE OF JOB**

<p>To provide 2<sup>nd</sup> and 3<sup>rd</sup> line IT support, working in conjunction with internal ITS colleagues and our outsourced support company in the diagnosis and resolution of all incidents, problems and requests for service.</p> <p>To be very accommodating and flexible in approach. Scope for basic 1<sup>st</sup> line support when required.</p> <p>To identify and deliver service enhancements through a continuous research and development process ensuring that the organisation's global IT infrastructure and its staff are using best product and best practice at all times.</p>
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**2. WORK RELATIONSHIPS**

<b>REPORTING TO (LINE MANAGER):</b>
IT Manager
<b>REPORTING TO JOB HOLDER (LINE MANAGED STAFF):</b>
Occasional supervisor of outside contractors
<b>PRINCIPAL OTHER WORKING RELATIONSHIPS/RESPONSIBILITIES WITHIN SECRETARIAT:</b> <i>(Include nature of work relationship)</i>
Supporting and advising All BirdLife secretariat staff. All visiting staff and external visitors. Interaction with third party service and support providers.

**3. KEY WORKING RELATIONSHIPS GRID**

Contact	Level (1-3)	Contact	Level (1-3)	Contact	Level (1-3)
BirdLife network / other NGOs	1	General public	1	Policy makers (institutional /politicians/ corporations)	1
BirdLife advisory groups, committees, reg. councils	1	Press & media	1	Funding organisations (institutions, foundations, corporations )	1
BirdLife Global Council	1	Regulators/ legislators/ auditors	2	Individual donors/ members	1
Suppliers/service providers	2	Scientific community	1	VIPs/ royalty/ high worth individuals	1
<p><b>Level of Contact</b></p> <p>1.= General Informing. "Appearance, first impressions". May have some independent outside exposure and contact, primarily informative.</p> <p>2.= Presenting/Representing/Reporting "Relationship management". Independent exposure representing BirdLife. Maintaining individual contacts. Usually managing information flow.</p> <p>3.= Justifying/Negotiating - "Influencing decision makers". Independent exposure as lead contact, representing Birdlife to highly influential people. Responsible for complex and sensitive/high risk communications.</p>					

**4. MAIN DUTIES/WORK PROGRAMME RESPONSIBILITIES**

By main work area:

- Principal point of contact for all support and troubleshooting for the BirdLife secretariat in the UK.
- To support, manage and maintain the Server infrastructure and underlying systems, in a physical, virtual and Azure environment across the global Secretariat.
- To research and develop best practices for BirdLife IT infrastructure, advising and working alongside stakeholders to provide a highly available, continuous service.
- Specification of new hardware and configuration and setup prior to implementation: Desktop, Mobile, Server, Networking appliances.
- Maintenance and deployment of imaging services for local and remote system builds.
- Configuration, maintenance and deployment of regional Switch topology, Routing and Perimeter security.
- Daily maintenance of backup routines. Weekly proof of file recovery, monthly proof of system recovery.
- Develop and manage remote connectivity solutions for users.
- Support and development of organisation wide File Encryption, System Encryption and endpoint security practices and processes.
- Implement system upgrades, ensuring continued service availability and that changes are carried out in a controlled and tested manner.
- Develop and manage remote connectivity solutions for users.
- To assist Secretariat staff with IT related issues and questions, efficiently and professionally and troubleshoot through to resolution.
- To develop materials and provide internal IT training resources to all Secretariat staff.
- Ensure internal support tickets are dealt with efficiently and effectively so that users received a good, consistent service.
- To give additional support to the outsourced support company as and when required to deal with outstanding external tickets and resolving complex queries. Taking ownership and responsibility for liaising with multiple external functions when required to get a resolution.
- Working with outsourced support companies and consultants on projects.
- Taking project lead on internal system development projects. Full product life cycle: Stakeholder scoping to system deployment.
- Creation, implementation and maintenance of novel innovations to meet the Secretariat's IT needs; in tight budgetary and capacity restrictions.
- Internal staff mentoring and delegated training.

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**5. LIMITS OF AUTHORITY/RESPONSIBILITY FOR RESOURCES**

<b>RESPONSIBILITY AREA</b>	<b>LEVEL OF AUTHORITY</b>
<b>Financial/Budgetary</b>	Delegated responsibility to purchase basic IT equipment, directed by the IT Manager.
<b>Contracts – Funders</b>	NA
<b>Contracts – Staff/Consultants</b>	NA
<b>Contracts – Service providers</b>	Delegated responsibility to purchase basic IT equipment, and services within parameters set and directed by the IT Manager.
<b>Legal Responsibility</b>	NA
<b>Other</b>	NA

**6. EDUCATION/SKILLS AND OTHER SPECIAL REQUIREMENTS**

<b>REQUIREMENTS</b>	<b>KNOWLEDGE/SKILLS/ATTRIBUTES</b>
<b>Minimum General Education</b>	A good general standard of education
<b>Job Specific Education/Qualification</b>	MCSE certified or MCSA equivalent, or relevant experience.
<b>Job Specific Knowledge</b>	<ul style="list-style-type: none"> <li>• Proven ability to problem solve in logical and analytical way.</li> <li>• Windows Server 2008 – 2016 domain support Experience of:               <ul style="list-style-type: none"> <li>○ Active directory Topology</li> <li>○ Client administration</li> <li>○ Office 365 / Ms Azure service management</li> <li>○ Spam / web filtering policies and deployments</li> <li>○ Firewall protocols including NATing and routing policies.</li> <li>○ Group policy maintenance and deployment.</li> </ul> </li> <li>• Networking and telecoms exposure. Understanding of IP v4 LAN, DHCP services DNS, VLANs etc.</li> <li>• Exposure to Linux servers, in reference to a web hosted environment.</li> <li>• Exposure to server / client virtualization solutions. Ideally Hyper V, VMware V-sphere.</li> <li>• Cross platform OS experience: Windows XP – 10, Linux, IOS, Unix</li> <li>• Experience of Endpoint security and encryption management.</li> <li>• Experience of PowerShell and / or other scripting languages.</li> <li>• Ability to code, for example in Java Script / C / VB.</li> <li>• SharePoint or other collaboration solution experience.</li> <li>• Web development / integration services experience.</li> <li>• SQL scripting in an Export, Transform, Load environment.</li> <li>• Exposure to security technologies, Endpoint security, MDM, device and file level encryption.</li> <li>• Experience Microsoft stack server services.               <ul style="list-style-type: none"> <li>○ IIS</li> <li>○ Microsoft SQL server</li> <li>○ Server Manager</li> <li>○ WSUS</li> <li>○ Federation Services</li> <li>○ LDAP</li> <li>○ RDS Farm topology</li> </ul> </li> </ul>
<b>Experience</b>	Proven experience of working in a busy IT department and supporting users remotely. Ideally experience of supporting a multi-site environment.

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	International experience would be a benefit, but not essential.
<b>Management &amp; organisational skills</b>	<ul style="list-style-type: none"> <li>• A systematic approach to problem solving.</li> <li>• Ability to organise own workload and prioritise accordingly</li> <li>• Ability to work in a team environment and user focused</li> <li>• Good attention to detail, testing and documentation</li> </ul>
<b>Communications skills</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written skills</li> <li>• Ability to communicate IT concepts and ideas to a non-technical audience, including with people whose first language is not English.</li> <li>• Approachable and positive.</li> </ul>
<b>Analytical Skills</b>	<ul style="list-style-type: none"> <li>• Ability to analyse support issues and create novel and flexible solutions.</li> </ul>
<b>Creativity &amp; Initiative</b>	<ul style="list-style-type: none"> <li>• Ability to work proactively on own intuitive.</li> <li>• Ability to produce working solutions to complex issues with minimal supervision; within over arcing guidance and strategy.</li> </ul>
<b>Computer Literacy</b>	A high degree of computer literacy.
<b>Languages</b>	The ability to speak other languages would be an advantage.
<b>Travel requirements</b>	Potential travel to regional office remote sites.
<b>OTHER DESIRED/HELPFUL KNOWLEDGE/SKILLS/ATTRIBUTES</b>	
A highly motivated, focused and ambitious individual to ensure our users receive exemplary service at all times, with the ability to understand people’s problems and manage staff requests in a professional and efficient manner. A friendly approach to resolving IT issues.	

<b>Prepared by:</b>	<b>Date:</b>
Mat Kilby, IT Manager	September 2019