

BIRDLIFE INTERNATIONAL - JOB SPECIFICATION/DESCRIPTION

JOB TITLE:	Linux System Administrator
DIVISION/DEPARTMENT:	IT – Operations / FAD

1. OVERALL PURPOSE OF JOB

The role shall support and maintain all of BirdLife International's Linux based servers and services. Maintenance and support of the existing hosted Linux servers with the goal to migrate services onto BirdLife's IaaS platform in line with recognised best practices.

Supporting the Information Management (IM), Information Technology (IT), and Communication (Comms) teams in developing the web hosting strategy.

Developing and maintaining positive relationships with external technical contractors ensuring service levels are suitable for organisational and staff needs.

2. WORK RELATIONSHIPS

REPORTING TO (LINE MANAGER):
Head of IT
REPORTING TO JOB HOLDER (LINE MANAGED STAFF):
Occasional supervisor of outside contractors
PRINCIPAL OTHER WORKING RELATIONSHIPS/RESPONSIBILITIES WITHIN SECRETARIAT:
Supporting and advising BirdLife Secretariat stakeholders. Working extremely closely with the IM and Comms teams, in particular with the Senior Web Developer to ensure data driven websites high availability and functionality. Interaction with third party service and support providers.
PRINCIPAL WORKING RELATIONSHIPS/RESPONSIBILITIES WITHIN BIRDLIFE NETWORK :
Working alongside stakeholders to scope and support developers Web hosted solutions.
PRINCIPAL EXTERNAL RELATIONSHIPS/RESPONSIBILITIES:
Liaising with third party service providers where required.

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2 (a). KEY WORKING RELATIONSHIPS GRID

Contact	Level (1-3)	Contact	Level (1-3)	Contact	Level (1-3)
BirdLife network / other NGOs	2	General public	1	Policy makers (institutional /politicians/ corporations)	1
BirdLife advisory groups, committees, reg. councils	2	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	2	VIPs/ royalty/ high worth individuals	1
<p>Level of Contact 1.= General Informing. "Appearance, first impressions". May have some independent outside exposure and contact, primarily informative. 2.= Presenting/Representing/Reporting "Relationship management". Independent exposure representing BirdLife. Maintaining individual contacts. Usually managing information flow. 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> <p>Note: There is some additional guidance on this in the role evaluation sheet that should be used alongside new role descriptions.</p>					

3. MAIN DUTIES/WORK PROGRAMME RESPONSIBILITIES

<p>By main work area:</p> <ul style="list-style-type: none"> • Principal point of contact for all Linux hosted solutions. • To support, manage and maintain the Server infrastructure and underlying systems, in a virtual predominantly 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. • Daily maintenance of backup routines. Weekly proof of file recovery, monthly proof of system recovery. • Implement system upgrades, ensuring continued service availability and those changes are carried out in a controlled and tested manner. • To develop materials and provide internal IT training as required. The support and produce standard operating procedures and skill share within the team. • 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.
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4. LIMITS OF AUTHORITY/RESPONSIBILITY FOR RESOURCES

RESPONSIBILITY AREA	LEVEL OF AUTHORITY
Financial/Budgetary	Management of delegated budgets.
Contracts – Funders	NA
Contracts – Staff/Consultants	NA
Contracts – Service providers	NA
Legal Responsibility	NA
Other	

5. EDUCATION/SKILLS AND OTHER SPECIAL REQUIREMENTS

REQUIREMENTS	KNOWLEDGE/SKILLS/ATTRIBUTES
Minimum General Education	A good general standard of education
Job Specific Education/Qualification	LPIC-1 and LPIC-2, LINUX+ CompTIA or other industry recognised qualifications. Relevant experience will be considered.
Job Specific Knowledge	<p>Have demonstrable expertise in the following areas:</p> <ul style="list-style-type: none"> • Database management <ul style="list-style-type: none"> ○ PostGres ○ MySQL ○ ArcGIS – advantageous • Scripting <ul style="list-style-type: none"> ○ Bash / Shell ○ Python ○ Perl scripts – advantageous • Core Ubuntu up to 18.04 <ul style="list-style-type: none"> ○ Cron • Web hosting <ul style="list-style-type: none"> ○ Docker ○ Jarva – JRE ○ TomCat ○ Apache ○ SSL certification ○ Multi virtual hosts • Monitoring: Nagios, Jira, OpsView are advantageous • Exposure to Azure / network topology general understanding would be advantageous • Content management <ul style="list-style-type: none"> ○ Confluence ○ Word Press ○ Drupal • Proven ability to problem solve in logical and analytical way • Exposure to security technologies, Endpoint security, MDM, device and file level encryption • Strong attention to detail and ability to work under pressure and meet deadlines

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Experience	Proven experience of working in an IT department and working to tight deadlines and targets. International experience would be a benefit, but not essential. Demonstrable experience of maintaining Linux / Unix servers in a web hosting solution.
Management & organisational skills	<ul style="list-style-type: none"> • A systematic approach to problem solving • Ability to organise own workload and prioritise accordingly • Ability to work in a team environment and user focused • Good attention to detail, testing and documentation
Communications skills	<ul style="list-style-type: none"> • Excellent verbal and written skills • Ability to communicate IT concepts and ideas to a non-technical audience, including with people whose first language is not English • Approachable and positive
Analytical Skills	<ul style="list-style-type: none"> • Ability to analyse support issues and create novel and flexible solutions
Creativity & Initiative	<ul style="list-style-type: none"> • Logical, practical and creative approach to problem solving • Practice of continuous improvement. Keeping up to date with technological innovations and best practice • Ability to work proactively on own intuitive • Ability to produce working solutions to complex issues with minimal supervision; within over arcing guidance and strategy
Computer Literacy	Covered in job-specific knowledge
Languages	Fluency in English required. Other languages an advantage but not essential
Travel requirements	Head office based
OTHER DESIRED/HELPFUL KNOWLEDGE/SKILLS/ATTRIBUTES	
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.	

Prepared by:	Date:
Mat Kilby, Head of IT	May 2019