



Junior Systems Administrator

JOB DETAILS

Job Title:	Junior Systems Administrator
Reports to (title):	Senior Systems Administrator
Date:	December 2019

PURPOSE OF THE JOB

Support the smooth running of Cochrane's infrastructure and systems used by Cochrane Central Executive (CET) members (approx. 100 people) and support and troubleshoot local and remote computers managed by Informatics & Technology Services (ITS) department.

PRINCIPAL ACCOUNTABILITIES/KEY RESULT AREAS

- Provide frontline technical support to Cochrane Central Executive, investigating and troubleshooting issues efficiently communicating technical information where required in an accessible way to non-technical people.
- Manage and maintain Cochrane IT infrastructure, systems and application software, network services and data on behalf of the Cochrane Informatics and Knowledge Management Department (IKMD).
- Ensure enough IT support and provision for the Cochrane Central Executive by responding to technical queries and ensuring IT equipment is maintained and replaced according to agreed internal IT equipment guidelines.
- Perform regular routine backup, maintenance and checks of the Cochrane ITS systems.
- Maintain operational, configuration, security, or other standard operation procedure documentation for all ITS standard operation procedures to be held.
- Provide second line technical support to non-Cochrane staff whose queries come through our central support service, through efficient and timely use of the help desk system whilst endeavouring to meet reasonable service standard resolution times wherever possible.

PERSON SPECIFICATION

Essential:

- Degree in computer science or equivalent experience
- Experience helping to diagnose and solve computers systems (PC/Mac), and network problems
- Excellent analytical and problem-solving abilities to identify and fix problems and security risks

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- Excellent organizational, collaboration and interpersonal skills
- Ability to prioritize own tasks against project and team goals
- Ability to multitask and prioritize work requirements
- Able to work efficiently and effectively with a geographically-dispersed department and organization
- Willingness to travel as required

Desirable:

- Experience managing and configuring Office 365
- Experience in daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, key processes and backups
- Experience in help desk software such as HappyFox
- Experience in collaboration software as Confluence, and issue tracking software as Jira
- Interested in Linux servers' management
- Interested in using cloud computing providers, such as Amazon AWS
- Interested in Docker
- Knowledge of Cochrane, evidence-based health care, Cochrane systematic reviews, and/or the global health sector

KEY INTERFACES

Internal: Informatics & Technology Services department and other Central Executive staff, as required.

External: Cochrane groups and non-Cochrane people requiring support. Cochrane's partners and publishers. Others working in technology and evidence-based health care.

DIMENSIONS

Budgets managed: N/A

Direct reports: N/A