

# Junior Systems Administrator

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| JOB DETAILS |
| Job Title:  | Junior Systems Administrator |
| Reports to (title): | Senior Systems Administrator |
| Date: | November 2016 |

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| PURPOSE OF THE JOB |
| To support the smooth running of Cochrane’s systems and IT infrastructure managed by the Informatics and Knowledge Management Department (IKMD). To support and troubleshoot local and remote computers used by Cochrane Central Executive members (approx. 80 people).  |

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| PRINCIPAL ACCOUNTABILITIES/KEY RESULT AREAS* 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 sufficient 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 IKMD systems.
* Maintain operational, configuration, security, or other standard operation procedure documentation for all IKMD standard operation procedures to be held.
* 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.
* Provide frontline 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.
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| PERSON SPECIFICATION |
| Essential:* Degree in computer science or equivalent experience.
* Experience managing Windows or Linux servers’ systems.
* Experience on database management (MySQL or Microsoft SQL server).
* 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.
* Excellent organizational, collaboration and interpersonal skills.
* Ability to prioritize own tasks against project and team goals.
* Able to work efficiently and effectively with a geographically-dispersed department and organization.
* Willingness to travel as required.

Desirable:* Knowledge of Cochrane, evidence-based health care, Cochrane systematic reviews, and/or the global health sector.
* Familiarity with different cloud computing providers, such as Rackspace or Amazon AWS.
* Experience in daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, key processes and backups.
* Experience in shell scripting.
* Experience managing issue and project tracking software such as FogBugz or Jira.
* Experience in management of CRM solutions.
* Experience in management of GraphDB or other semantic graph databases.
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| KEY INTERFACES |
| **Internal:** Informatics and Knowledge Management 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. |

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| DIMENSIONS |
| Budgets managed: N/ADirect reports: N/A |