BRITISH COUNCIL

Role Title
Junior ICT Systems Administrator

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Administrative	**Pay band 4/ Grade J**	**Kyiv, Ukraine**	**1 year fixed term contract with possibility of extension**	**ICT Systems Administrator**

Role purpose

To assist ICT Systems Administrator in managing of the British Council's ICT Windows-based environment in Ukraine.

To support the delivery of British Council objectives in Ukraine through the management of ICT systems, network infrastructure, peripherals and support services which are operational.

About us

The British Council has been operating in Ukraine since 1992, working to promote educational, scientific and cultural cooperation between Ukraine and the UK. The British Council's activities include the teaching of English and the administration of UK exams on a commercial basis, the delivery of technical assistance contracts for governments and international donors, and the delivery of charitable projects and programmes in English, Education, Society and the Arts using UK Government funds. Since the 2014 Revolution of Dignity the British Council has significantly increased the amount of UK Government funds going into our charitable programmes.

The British Council delivers its activities through a number of separate juridical entities in Ukraine, reflecting the complexity of our work. We run our charitable UK Government-funded programmes as the Cultural Section of the British Embassy, with associated diplomatic status. We have established a limited liability company to deliver our commercial teaching of English for adults and our exams administration, and an Extra-Curricular Institute to deliver our teaching of English for children. All of our entities operate from our office in Kyiv.

All of these entities, the teams within them and the programmes they run require the support of this post, as do our many thousands of face-to-face and on-line customers. The post holder may also coordinate the services of local IT service providers in any other regional office which the BC Ukraine might open in the future.

The British Council is an equal opportunities and diversity employer, and the post-holder will play a role in ensuring that Equality, Diversity and Inclusion polices are consistently applied through the operation.

The British Council has a fundamental duty of care of all children engaged in activities with us under our mandatory Child Protection Policy. All our employees must be familiar with and follow the Child Protection Code of Conduct.

The British Council affirms the position that all children have the right to be protected from all

forms of abuse as set out in article 19, UNCRC 1989.

https://www.britishcouncil.org/organisation/transparency/policies/child-protection

Main opportunities/challenges for this role:

- Assist in managing, ensuring maintenance and sustainability of the British Council's ICT systems and networks in Ukraine to the satisfaction of all stakeholders and in accordance with British Council ICT standards.

Main Accountabilities:

Infrastructure / service support
- Report ICT related matters to the ICT Systems Administrator, ensuring that opportunities, problems and risks are highlighted.
- Be initiative and participate in the overall installation and maintenance of ICT infrastructure, including servers, workstations, active equipment, printing devices, telephone network (e.g. IP telephony, VOIP and Cisco IP Call Centre), different server and office applications.
- Assist in managing the physical network infrastructure (e.g. hubs, switches and cabling) including the physical relocation and cabling of equipment in response to changing business needs.
- Manage local telecommunications systems and mobile phones, and provide desktop phone support. Knowledge of Panasonic office PBX solutions is a plus.
- Provide multimedia support, including video making, scanning, etc.
- Ensure the physical security of all ICT equipment, and other electronic/electric equipment management such as photocopiers, multifunctional devices, multimedia systems, aural equipment etc, including the maintenance of up-to-date inventories and usage registers.
- Provide support for the usage of ICT equipment by operational teams, including classroom smart boards, video conferencing facilities, exams equipment.
- Help in managing the server room, including environment, air conditioning and power supply issues.
- Provide support for the ICT aspects of smart working.

Customer support
- Receives and responds to enquiries from/to customers, and may be a specific point of reference on queries relating to an area of nominated expertise or responsibility. Identifies where more complex issues require resolution by others and refers them on accordingly
- Recognises and understands the impact of incidents arising (e.g. complaints, resourcing problems, logistical or technical difficulties) and proactively alerts the team leader to any issues of concern that are likely to impact service/project/task delivery or customer experience.

Relationship & stakeholder management
- Proactively communicates and liaises with others (inside and outside the BC) to ensure effective coordination and delivery services
- Builds an understanding of who's who within the wider department, unit or region to enable effective resolution of issues when they arise

Managing self & others
- Plans and prioritises own work activities, responding to changing requirements to ensure effective delivery of responsibilities over a daily/weekly time horizon
- Tasks and coordinates others (e.g. internal colleagues or external contractors/suppliers) to complete time-limited, straightforward activities, within established procedures, in order to ensure efficient delivery of services. Monitors task completion to agreed quality and time standards.

Key Relationships:

Internal
- ICT Systems Administrator, Corporate Services Team in Ukraine
- Elevated / power users in Ukraine
- GSD (Global Service Desk) and GIS (Global Information Services) business units

External
- Suppliers of goods and services

Other important features or requirements of the job: (e.g. travel, unsocial/evening hours, restrictions on employment etc)

Ordinarily 5 working days a week with Saturday and some Sundays being working days, and choice of other two days in the week being days off. Typical working hours within working days are 11:00 – 19:30, Saturday and Sunday hours may differ. Flexibility on unsociable hours may occasionally be required.

The successful candidate will need to complete 3 months' probation period during which different work pattern may be required (i.e Monday-Friday)

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Ukrainian citizenship or right to work in Ukraine	Shortlisting
Notes	Criminal record check (Child Protection check), medical check, references check	Before final job offer

Person Specification:		Assessment stage
Language requirements		

Minimum / essential	*Desirable*	*Assessment Stage*
▪ Fluent Ukrainian and Russian. English to at least B2 (upper-intermediate) level		Shortlisting

Qualifications

Minimum / essential	*Desirable*	*Assessment Stage*
▪ University degree in Information Technologies or similar (at least bachelor degree)		Shortlisting

Role Specific Knowledge & Experience

Minimum / esse ntial	*Desirable*	*Assessment Stage*
▪ Skills in managing and maintaining Windows 7 and Windows Server 2008 Active Directory infrastructure, troubleshooting of PC hardware and software issues		Shortlisting

British Council Core Skills	*Assessment Stage*
Communicating and influencing **(Level 2) Relates communications to circumstances.** Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to	*Shortlisting And Interview*

meet the needs of different people/audiences.

**Managing projects
(level 2). Analyses project data**
Examines project data and performance, reporting on progress and recommending corrective action as needed.

**Planning and organizing
(level 2). Plans ahead**
Organizes own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.

**Using technology
(level 2). Operates as an advanced user**
Works as an advanced practitioner in the use of office software and/or British Council standard and social media platforms and trains or coaches others in their use.

British Council Behaviours	Assessment Stage
Connecting with others (Essential): Making regular opportunities to understand others better **Working together (Essential):** Ensuring that others benefit as well as me **Making it happen (Essential):** Delivering clear results for the British Council **Being Accountable (Essential):** Holding oneself and others responsible for delivering goals in line with the shared purpose of the British Council	*The following behaviours will be assessed at the interview:* *Connecting with Others* *Making It Happen* *Being Accountable*
Prepared by:	**Date:**
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