

# Housing

Ombudsman Service



**IT Systems Administrator**  
Candidate information pack

# The recruitment process

Enclosed within this document you will find:

- Overview of recruitment process
- Indicative timetable for the recruitment process
- The role profile for the IT Systems Administrator - job profile and person specification
- Benefits

Our website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) has details about what we do and how we do it.

The following corporate publications may be of interest and can be found under the Corporate Information menu, under Publications on our website:

- Business Plan 2022-23
- Corporate Plan 2022-25
- Annual Report and Accounts 2020-21

We hope that you decide to apply to this key role within our organisation.

Candidates who are short-listed will be asked to carry out a panel interview with the Housing Ombudsman Service. It is likely that the interview will be conducted remotely (via MS Teams).

### Indicative Timetable

Closing date for receipt of applications: 23.59 on Thursday, 2nd November 2023.

Short-list interviews: week commencing 20th November 2023 (20th or 21st).

**Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early. We intend on closing this role immediately if / when we receive 150 applications. We therefore strongly recommend that you apply as soon as possible.**

Throughout the process, we will advise you about the outcome of your application at the earliest opportunity.

### Application Process

Our application process is anonymised. Submitting an application is a two stage process:

Stage 1 - create an account. This largely focuses on the information that you would include in your CV.

Stage 2 - upload and submit your supporting statement.

Please note that once you have submitted your application for a specific role, that application for that role cannot then be changed. Any changes you make to your account will be reflected in any subsequent application you choose to make.

If you have any questions, please contact Jonathan McIntyre, Managing Director of CJA Group, our advising consultant on 020 7588 5407 or via [jmm@cjagroup.com](mailto:jmm@cjagroup.com).

# Job Description

<b>Position:</b>	IT Systems Administrator
<b>Working pattern:</b>	Permanent
<b>Hours:</b>	35
<b>Location:</b>	Home-based with occasional office attendance
<b>Reports to:</b>	IT Senior Officer
<b>Team:</b>	Digital and Data

## Overall purpose of the role

- The post holder will be part of a team that is responsible for all aspects of IT technical support to the organisation, ensuring the organisation has the tools, platforms and hardware to do their jobs. This will involve troubleshooting, providing advice and developing guidance, with a primary focus on key business systems administration to ensure access, licensing and other controls are compliant and secure.
- Other general team responsibilities include the ongoing support of IT infrastructure and security and ensuring compliance with all corporate requirements and policies working to the IT Senior Officer.
- The post holder will be a self-starter who is expected to use their own initiative on day to day basis.

### Main Accountabilities

- Subject matter expert (SME) in the administration, effectiveness and security of systems of all key business systems, including but not limited to, our case management system (CMS) Workpro, Sharepoint, Finance system (Oracle), and HR system (People HR).
- Ensures that all systems are appropriately licensed, accessed, maintained and developed, working with system expert users across the organisation.
- Contributes to a strong disaster recovery / business continuity plan with appropriate redundancy and backup systems.
- Ensures that the asset management of the organisation is kept up to date with accurate record keeping.
- To keep up to date in all technical areas relevant to the job to ensure that IT best practice is followed with in HOS, in line with HOS operating practices/policies and central government Functional Standards.
- Manages escalation of incidents and issues with internal senior colleagues and external IT system suppliers, as required, and supports senior colleagues with effective contract management against SLAs.
- Supports the development and enforcement of key business system related policies, process and procedural guidance.
- Participates in IT systems related projects as a technical adviser.
- Works as part of the wider HOS IT Support team covering for generic duties as required, such as managing HOS IT Helpdesk enquiries, providing excellent customer service support.
- To undertake any other tasks as reasonably requested by the line manager.

# Person Specification

## Qualifications

- Educated to level 3 or equivalent and have a minimum of three years' experience of IT systems support.

### *Desirable*

- IT Security Certification - entry level (CompTIA Sec+ \MS Security fundamentals \Cisco Cyberops).
- ITIL v3/v4

## Knowledge and Experience

### *Essential*

- Working knowledge of the Microsoft Office packages and applications.
- Working knowledge of Hardware and Software settings to resolve basic and complicated IT issues.
- Experience / knowledge of IT Service Management.
- Experience in administration of Microsoft 365 and Azure AD.

### *Desirable*

- Experience supporting a Case management system or CRM /ECM.
- Experience with Microsoft Endpoint manager – Intune, endpoint security.
- Experience with Azure Infrastructure.

### Skills and Abilities

#### *Essential*

- Personal development and adaptability – willingness to learn new things as required for the role.
- To be able to work well under pressure, prioritise and carry out the work to the high standards expected.
- Excellent communication skills - provide well-mannered and understandable explanations of problems to the end user.
- Ensures all major incidents are escalated to appropriate bodies as necessary.
- To have and utilise an excellent telephone manner with the ability to interpret user language into a definitive IT problem to enable the problem to be solved as soon as possible.
- To perform Root Cause Analysis on the collated information in order to get to the root cause of a problem.
- Forward thinking and initiative when undertaking difficult problems and situations.

### Additional Requirements

#### *Essential*

- Willingness to work flexibly within the team to ensure high quality, effective and efficient services are delivered.
- To comply with the Housing Ombudsman Equal Opportunities policies.
- To comply with the Housing Ombudsman Health & Safety policies.
- To comply with the Housing Ombudsman IT policies and procedures.

***This role profile is not exclusive or exhaustive. It is intended as an outline indication of the areas of responsibility and may be amended in light of the changing needs of the organisation.***

# Benefits

## Rewarding career, rewarding benefits

In addition to a basic salary of £39,603.91 per annum, you will also receive a benefits package including:

- Local Government Pension Scheme – opportunity to join the Local Government Defined Benefit Pension Scheme.
- Healthy Work/Life Balance – 35 hour working week and flexi-time scheme.
- Generous Annual Leave – Minimum of 25 days holiday, rising after four years of continuous service plus eight statutory bank holidays and three, paid Christmas closure days.
- Commitment to health and wellbeing – cycle to work scheme, free yearly health check-up, employee assistance programme, access to CSSC Sports and Leisure website, discounts on days out, restaurants and high street shopping (coming soon), contribution towards eye-tests and glasses.
- Commitment to ongoing development - Payment of professional memberships fees. Regular training workshops.





*"I joined the service because I relish the opportunity to make a difference every day"*

Richard Blakeway  
The Housing Ombudsman

