



Job Description

Title:	ICT Systems Executive
Reporting to:	Information Systems Manager – RDS Staff Support
Job Purpose:	To provide technical support to RDS Clients and Staff ensuring all ICT systems and services perform to their optimum and that RDS delivers excellent service to Clients, Visitors, Staff and Members

Key Responsibilities

ICT Support for Clients (Small Events -Commercial and Operations)

1. Provide pre event and event support primarily for all small meetings requiring ICT services on-site except events within the main halls 1-8 (Although support for events in these locations may be required from time to time as our service offering expands). ICT Services include Wi-Fi, AV, Wired Connectivity, IPTV/ Signage, IP Telephony. This will involve direct support also ensuring that key partners deliver their requirements for events;
2. Become the Super-user for all key systems and applications: - Ucopia, Xirrus XMS, IPTV /Digital Signage, CCTV, Access Control, Others as they are deployed;
3. Liaise with ICT partners to ensure required services are delivered and appropriate support is provided as required including but not limited to:- Ablecom, AVTEK, Xirrus, UCOPIA, Agile Networks, NetSpeed, IPTV Partner, CCTV Partner;
4. Help implement and monitor a culture of change control for all ICT systems ensuring down time is minimised and rollback capability.
5. Manage the quarterly and annual maintenance schedules for key ICT services:-Power Generator contract, UPS Contract, Air Conditioning Contract, Access Control;
6. Manage ICT records and ensure they are maintained and up to date;
7. Support the Information Systems Manager where required including but not limited to;
 - a. The selection and deployment of new applications;
 - b. Developing processes to integrate ICT services into the Commercial and Operations department, ensuring excellent client communication and expectation management;
 - c. Implementing an overall network management platform in conjunction with key partners so RDS can monitor the performance of all ICT systems;
 - d. Ensuring that RDS provides a comprehensive and effective ICT service to clients;
 - e. Adhoc requirements as they arise.

ICT Support for RDS Staff

8. Troubleshoot all information system/application issues for RDS staff and respond in a timely manner;
9. Resolve all network user issues and queries. This includes servers, PC/virtual desktops, mail system, backup system, internal RDS telephony and cabling.
10. Liaise with ICT partners to ensure required services are delivered and appropriate support is provided as required including but not limited to:- Trilogy Technologies, Agile Networks, Stacked Print Management, Topsec Technology, Strata3;
11. Obtain and install all necessary hardware and Office software upgrades to ensure that the ICT infrastructure is capable of meeting the needs of the Society;
12. Assist the Information Systems Manager in the development of specialist software (such as Infor Sun Systems, Ungerboeck EBMS, Thankq CRM, Filemaker Pro databases, Horse Show databases) with the relevant departments;

13. Provide technical support for the two RDS websites, by liaising with website service provider Strata3 when required;
14. Implement security measures to safeguard information in IT systems against accidental, unauthorized modification, destruction, or disclosure through the regular daily monitoring of Anti-virus and Anti-spam software and ensuring all systems are supported by a daily backup;
15. Co-ordination of procurement of services from suppliers;
16. Maintain and upgrade internal office communication systems and office equipment such as telephone system, fax, franking machine, copiers and printers;
17. Participate in any other RDS projects or events as directed by the Information Systems Manager.

Note: In cases of emergency, provision of support to Commercial clients takes priority over providing support to RDS staff.

Person Specification

Person Attributes

- Flexible and adaptable person who enjoys working with others;
- A proven ability to work under pressure within pre-set timescales and to consistently deliver to high quality standards;
- A motivated team player who possesses excellent interpersonal and communication skills;
- Conscientious, detail conscious, organised and discreet individual.

Work Experience

- At least 2+ years post-qualification IT experience at a similar level;
- Good proven working knowledge & skill with current information systems and network infrastructures;
- Experience using a CMS based website;
- Experience in preparing data for presentation;
- Experience in using Filemaker Pro in a development capacity would be advantageous;
- Experience in the following systems:
 - Network management systems;
 - Windows Server 2008;
 - Windows 7 operating systems;
 - VMware Vsphere and View Client;
 - MS Office Suite of products and other Windows applications;
 - Sophos Anti-virus;
 - Veeam Backup and Replication;
 - Blockmail;
 - Technical website maintenance.

Qualifications

- Third level qualification in Information Systems or Computer Science;
- Microsoft and networking certification;
- VMware Vsphere certification.

Skills

- Good troubleshooting skills;
- Team working skills;
- Strong interpersonal and communication skills;
- Presentation skills (presentation to small teams introducing new systems may be required on occasion).