

Army Cadet Force Association Job Description

Job Title:	System Admin & Service Desk Supervisor	Position Type:	Permanent Contract (Full Time)
Department:	Cadet Digital Services	Level/Salary Range:	Band A3 £21,944.00 p.a.
Responsible for:	Providing Support to Cadet IS	Travel Required:	Yes
Reporting to:	SO1 Cadet IS	Closing Date:	
Location:	Home Based		

Purpose of the Post:

The role of the System Administrator and Service Supervisor is to support the delivery of Cadet IS on behalf of HQ Regional Command Cadets Branch. The role is home based but the post holder is expected to be able to travel into London, Andover and to Aldershot on a frequent basis.

Westminster is the management information system for the Army Cadet Force, Sea Cadet Corps, Combined Cadet Force and the Volunteer Cadet Corps. The system provides a variety of safety and administrative functions to enable the Cadet Forces to ensure training is carried out effectively and safely, as well as acting as the repository for all Cadet and Cadet Force Adult Volunteer personal data and qualifications.

Principal Responsibilities:

Primary Purpose of this role is to provide a central service desk facility and act as line manager for all service desk administrators.

1. Manage calls and queries relating to Westminster user issues, redirecting to Service/Subject specific support chains where appropriate.
2. Manage Defence Gateway account issues, acting as second line point of contact for account support issues.
3. Manage Service Desk ticketing facility (Kayako/Remedy) to help identify repetitive issues and ensure all issues are addressed.
4. Monitor the integrity of data held within the application.
5. In conjunction with the Product Owner plan and schedule releases and any patches.
6. Any other task as required.

Secondary Purpose of this role is to undertake the Westminster System Administration tasks.

1. User analysis testing which are often complex covering significant changes.
2. Systems Administration
 - a. Managing front end system changes (Ranks, Appointments, Pay Rates, Budgets, Unit Structures, and Qualifications).
 - b. Project Workflow transitions and objectives
 - c. Building units across all application environments.
3. Authorising and issuing SSL Certificates.



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Criteria	Essential	Desirable	Methods of assessment
Qualifications and Training	<p>High level of administration and IT skills.</p> <p>Good general education</p> <p>Evidence of continuing personal and professional development</p>	<p>Experience of System Administration</p> <p>Experience managing people.</p>	Application form, interview, certificates
Experience and knowledge	<p>Experience of working with partners, internally and externally</p> <p>Accustomed to working under pressure for a demanding team</p> <p>Understanding of Agile principles.</p>	<p>An understanding of policy relating to young people</p> <p>Understanding of the Armed Forces</p>	Application form, interview, certificates
Skills and ability	<p>Demonstrable success in establishing effective working relationship across a range of organisations at all levels</p> <p>Excellent written and verbal communication skills.</p> <p>Polite telephone manner</p> <p>Effective interpersonal skills, in particular influencing skills</p> <p>Ability to work on own initiative</p> <p>Enthusiasm, flexibility and innovation</p> <p>Personal credibility and confidence</p>	<p>Information gathering and analysis skills</p> <p>Be able to deal with complex and difficult issues.</p>	Application form, interview, certificates

