

IT Services Specialist (Systems Infrastructure Team)

Job Ref: REQ180730

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Management and Specialist MA6

Job Purpose

IT Services Specialists are experienced IT professionals. They perform a broadly similar role across teams. They contribute to the work of the teams by supplying specialist knowledge and skills combined with analytical skills and excellent problem-solving ability. Their knowledge and skills combine deep theoretical technical knowledge in a relevant specialist IT field and broad knowledge across the range of IT disciplines with the creative ability and vision to use those technologies to develop new IT services for the University.

To support, maintain and upgrade the University systems infrastructure, including Linux and Windows servers, and all supporting applications and monitoring systems. This involves the full lifecycle of testing, procurement, configuration, deployment, re-configuration, fault finding and decommissioning of server and storage equipment.

To co-develop, maintain and upgrade a virtualised Managed CentOS Server Service.

The role will provide specialist knowledge and skills in development, support and management of Linux based central services for the University including the email routing platform and University web site infrastructure

Job Duties

- To take Service Management responsibility for at least one service area, including: provision of a stable service; technical development; monitoring of quality and performance; production of regular reports; change, incident and request management; risk management; defining standards and monitoring compliance; routine maintenance; liaison with hardware and software suppliers; changes e.g. new versions of system software, firmware, patches.
- Participate in projects, working across the University, to plan and develop new technical platforms for IT services and to roll out these services to users. In designing and delivering IT services, IT Services Specialists will liaise with customers to understand and analyse their requirements, contribute technical content, and work to provide innovative IT solutions to support business critical University functions.
- To work as part of a team responsible for configuring and remotely delivering managed service operating systems and security updates, ensuring that testing has been thorough, and any resultant problems are dealt with efficiently.
- Co-development of a new virtualised Managed CentOS Server Service to be adopted as the University general Linux server platform, working with a senior member of the System Infrastructure team and administrators of existing Linux servers which are not currently centrally managed.

- Identify opportunities to automate tasks in order to improve the delivery of IT service to customers. Undertake the design, build and test of scripts to implement the task, including working with systems managers to ensure efficient transfer of data between disparate systems.
- Receives and logs requests for support from Service Desk, other service delivery staff and/or users. Prioritises requests in accordance with agreed criteria and the needs of the organisation.
- Within own area of competence, provides correct responses to requests for support by means of for example: making system modifications, developing work-arounds or site-specific enhancements, manipulating data, reconfiguring systems, changing operating procedures, training users or operations staff, producing additional documentation, or escalating requests to systems development staff or software suppliers. Ensures all work is carried out and documented in accordance with required standards, methods and procedures.
- Monitors progress of requests for support and ensures users and other interested parties are kept informed. Takes corrective action to avoid or minimise delays.
- Liaises with systems development staff or software suppliers on the development of system enhancements to overcome known problems or further fulfil user requirements.
- In accordance with agreed procedures, monitors application systems for which responsible by regular scrutiny of reports from the applications software, systems software or service delivery staff. Notes problems and identifies performance trends. Takes corrective action to improve performance and to avoid problems arising.
- Ensures that documentation of the supported systems and software is available and in an appropriate form for those receiving calls. Ensures log entries of user contacts provide sufficient information for the resolution of subsequent faults and problems.
- Conducts investigations of operational problems, makes proposals for improvement, and implements them when appropriate. Participates in reviews of systems performance, provides advice, and assists specialists or other system or service providers to plan details of amendments and upgrades to systems.
- Initiates speedy and permanent resolution to problems in systems and services, by coordinating the efforts of the resolution team or teams. Documents such incidents and problems within the configuration management defect/problem reporting system. Matches unresolved incidents against existing problems, known errors and other incidents.
- Initiates preventative measures, such as identifying and investigating suspect software and other components. Ensures that existing problems and known errors in systems and services being brought into operation are understood and managed in the same way as those arising from operational incidents. Supports service level management in monitoring the impact of problems on agreed service levels, and initiate any appropriate improvement actions.
- Analyses incidents and problems to show trends and potential problem areas, so that actions can be taken to minimise the occurrence of incidents and to improve the process of problem reporting, analysis and resolution. Assesses and reports the probable causes of incidents and consequences of existing problems and known defects.
- Develops and maintains knowledge of the technical specialism by, for example, reading relevant literature, attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional and trade bodies.
- Writes, or contributes to, articles and papers and speaks at conferences, user groups, or specialist subject groups on topics involving the technical specialism. Plays a leading role in special interest groups concerned with the technical specialism.
- Takes responsibility for quality standards and policies relating to the technical specialism.

- Be familiar with relevant University IT-related procedures and policies (acceptable use, data protection, freedom of information, information security, purchasing etc) and advise colleagues and end-users accordingly.
- Undertake various other tasks on an occasional basis at the request of more senior staff in the department, and to a level commensurate with training, knowledge, grade and skills.

Note: This job description was created in the spirit of the BCS (The Chartered Institute for IT), SFIA (Skills for the Information Age) level 4 with support from the BCS.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

This post involves configuration, development or management of corporate IT systems or carrying out other work that requires privileged access to applications and data. Therefore, applicants must provide details of referees including their current line manager covering the three years prior to their application to a post at the University.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Many staff carry mobile phones which allow them to be paged by various systems at all reasonable hours of the week. When monitoring, diagnosis and configuration of services needs to be done outside normal working hours, it can sometimes be appropriate for the work to be carried out remotely at home when convenient.

Attendance on site outside normal working hours is occasionally necessary, for example during major system changes and maintenance. Such out-of-hours working as is necessary is scheduled in negotiation with the group of staff with relevant skills and takes account of the personal commitments and wishes of individuals.

For purposes of system management, IT Services staff often have enhanced access to data, files and computer systems and must at all times respect the privacy of information to which they have enhanced access. The only exception to this will be investigations authorised by IT Services Director or his/her nominee.

Organisational Responsibility

Reports to the Systems Infrastructure Team Manager but may receive strategic instruction from the Assistant Director of IT (Infrastructure & Operations).

No formal line management responsibility; however, as circumstances require, this role will supervise the work of more junior staff and provide support and advice to them where required. Staff at the senior level may be asked to deputise for their line manager in case of absence.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage	
Experience	Experience in management of IT services in large and/or diverse user populations	1	
	Experience managing Linux servers (RedHat or derivatives) in a work environment	1,3	
	Experience of working effectively as part of a team	1,3	
	Experience with the LAMP platform, or similar	1,3	
	Displays a responsible attitude to following procedures, keeping records, and caring for equipment and other assets	1	
Skills and abilities	Has a good knowledge and understanding of IT concepts and architectures, coupled with some knowledge of problem management and the principles and processes of implementing and delivering IT services	1	
	Shows aptitude for analysing and managing problems arising from incidents in the operation of information systems, combined with the ability to provide innovative technical solutions	1,3	
	Ability to manage and orchestrate Linux server Operating Systems (RedHat, CentOS or other RHEL-derived distributions) and applications	1,3	
	High levels of technical investigation skills, the ability to research and collate information from a variety of sources into technical reports and recommendations	1	
	Demonstrates above average communication skills with an aptitude for dealing with users, colleagues and suppliers.	1,3	
	Knowledge of programming or scripting: UNIX shell (bash), Perl, Python etc	1,3	
	Excellent written skills to write technical procedures, reports, system specifications etc.	1	
	Ability to schedule your own workload and prioritise your work	1	
	Training	A willingness to undertake further training and to learn and adopt new procedures as and when required	3
		Ability to assimilate technical information and keep up-to-date in your field	1,3
Qualifications	Degree with relevant IT/Computing content OR relevant professional IT qualifications and/or experience	1	
Other	A commitment to equality and diversity with the ability to role model, adhere to and advocate the University's Equality and Diversity policy.	1,3	

Desirable Criteria

Area	Criteria	Stage
Experience	Experience managing an email system including anti-spam, anti-virus and related technologies	1,3
	Experience managing a web site infrastructure	1,3
	Experience in the monitoring of systems or services via tools like OpenNMS, Nagios, etc	1,3
	Experience in a customer-facing role	1
	Experience within the HE/FE sector	1
Skills and abilities	Knowledge of Windows Server and Active Directory	1
	Use of automation/orchestration tools such as Chef, Puppet, Ansible etc.	1,3
	Knowledge of data networking and common internet protocols	1,3
	Technical authoring experience and proven documentation track record	1
	Knowledge of web server technology such as Apache, PHP, IIS and HTML	1
	Qualifications	Microsoft or VMware related qualifications: MCSE, VCP or similar
	ITIL Foundation training and accreditation	1
	Prince 2 training and accreditation	1
	Linux certification such as LPIC-1	1

Conditions of Service

The position is **full time** and **open ended**. Salary will be Grade 6, (£30,395 - £39,609) per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's Terms and Conditions of Employment for Grade 6 and above staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Applications

The closing date for receipt of applications is **7 October 2018**.

Interviews are planned between 22 October 2018 – 2 November 2018.