

## IT Services Specialist (Cloud Platforms)

Job Ref: REQ241023

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### School/Department Summary

IT Services is largely based in Holywell Park, a beautiful area of our green campus with a large car park, good public transport links and next to Burleigh Woods. Loughborough IT came top in the National Student Survey for IT resources & facilities in supporting learning for several years in a row.

We have a very supportive culture, an understanding of work/life balance, with hybrid working available. Staff particularly enjoy the flexibility available and the opportunity to contribute to interesting University wide projects. Colleagues have a wide variety of backgrounds from different areas, bringing a broad range of experiences.

Training is encouraged via secondment opportunities, lots of internal courses run by Organisational Development, job shadow, as well as online learning and external providers. Departmental lunches allow us to get together to meet all colleagues in person on a regular basis, in an informal setting.

### Benefits

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/>

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

### Conditions of Service

The position is Full-time and Open-ended. Salary will be on Management and Speciality Grade 6, £34,866 – £45,163 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 STAFF GRADES 6 AND ABOVE, details of which can be found [here](#).

## Job Description

**Job Grade:** Management and Specialist, Grade 6

### Job Purpose

To provide expert level technical knowledge and skills in the development and support of the Cloud Platforms services across the Platforms section. The primary focus for this position will be to automate the management of our Microsoft Windows Server estate using PowerShell scripts. You should have expert level knowledge in Active Directory, Group Policy, and other similar areas.

There will also be opportunities to engage and support cross team working and apply your skills to other teams and projects. A good working knowledge of other Microsoft technologies would be beneficial for example: Entra, Microsoft Defender for Endpoint, PKI and others such as: VMware vSphere, Ansible and Git.

Working as part of the Cloud Platforms team, the post holder will collaborate with colleagues in IT Services and across the University and will be engaged in a varied set of projects and initiatives. This role will need to proactively build effective working relationships within the IT Platform teams and across IT Services.

### Job Duties

- To work as part of a team responsible for delivering key infrastructure services such as Active Directory, VMware and backup, through configuration, automation and monitoring of operating systems and services.
- Integrate with modern DevOps style processes e.g. Code Repository, Continuous Integration, and automation across core IT infrastructure platforms using PowerShell scripting language,
- Communicate technical and procedural changes to non-technical people, and ensure they understood the change and business impact. Build strong working relationships with colleagues outside of your team/department.
- Develop and maintain 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 through participating in national and regional events provided by UCISA, JISC, etc as appropriate.
- Be familiar with relevant University procedures and policies (EDI, acceptable use, data protection, freedom of information, information security, purchasing etc) and advise colleagues and end-users accordingly.
- Is responsible for service improvements and projects relating to technical expertise. This includes working with stakeholders to analyse and understand requirements, contribute technical content, and work to provide innovative IT solutions. This includes the management and co-ordination of consultants and contractors working in support of the responsibilities of the team, as necessary.
- 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 new services, IT Service Specialists will consult with customers to understand and analyse their requirements, contribute technical content, and work to provide innovative IT solutions to support business critical University functions.
- Ensure that operational documentation for relevant systems, software, and products is fit for purpose and current. Provides advice and guidance to other colleagues and support staff on the correct and effective use of systems and software.
- Investigate potential and actual service problems and recommend solutions. Develop and use formal procedures to plan and evaluate proposed solutions. Develop and use procedures for collection of critical information in the event of system software failure. Analyse documentation, storage dumps and logs relating to system software failures to identify the failing component. Isolate failures and recommends actions to circumvent problems and enable the restoration of services with the minimum of business

impact. Consults with suppliers to obtain corrective code, installing and evaluating the code to ensure a permanent resolution.

- Undertake various other tasks on an occasional basis at the request of more senior staff in the professional service, 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 5 and 6 with support from the BCS*

### **IT Services Special Conditions:**

This post involves configuration, development, or management of infrastructure for 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.

Many staff carry mobile phones which allow them to be notified 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 colleagues.

**For purposes of system management, IT Services staff often have enhanced access to data, files and computer systems and must always 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 their nominee.**

### **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.

### **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 always observing the University's Equity & Diversity policy and procedures. Duties must be carried out in accordance with relevant Equity & 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.

### **Organisational Responsibility**

Reports to Cloud Platforms Team Manager but may receive strategic instructions from the Head of IT Platforms.

## Person Specification

Your application will be reviewed against the Essential and Desirable criteria only which listed below. Applicants are strongly advised to explicitly state and provide evidence on how they meet each of these criteria in their application. A CV will not be used to evaluate your application.

You may be assessed on answers to interview questions not directly listed in the Essential and Desirable criteria but pertain to skills related to the role.

It may be helpful to structure this like below:

[EC1, EC2, DC2] Previous experience that demonstrates how you meet these criteria.

Stages of assessment are as follows:

1 – Application

2 – Technical Interview / Assessment

3 – Second Interview

### Essential Criteria

Area	Criteria	Stage
Experience	[EC1] Ability to write PowerShell scripts to automate tasks in a Microsoft and multi-vendor environment.	1, 2
	[EC2] Expertise in Active Directory such as deployment, troubleshooting, configuration, upgrade and maintenance.	1, 2
	[EC3] Experience in Group Policy management such as editing, creating and applying specific settings.	1, 2
	[EC4] Experience of Windows file store administration, such as creating, managing file share and security permissions.	1, 2
	[EC5] Experience and examples of implementing security best practices and the ability to troubleshoot and resolve complex technical issues.	1, 3
	[EC6] Establishing, with examples, an effective working relationship with colleagues.	3
	[EC7] Good time management, task management/tracking, and ability to prioritise.	3
Skills and abilities	[EC8] Ability to analyse and manage incidents and the ability to provide innovative technical solutions.	1, 3
	[EC9] Ability to present documentation, professionally and in a format suitable to its intended audience with both IT and non-IT staff.	3
Training	[EC10] Demonstrate evidence of proactively undertaking your own professional development.	1, 3
Qualifications	[EC11] Degree or relevant professional IT qualifications or experience	1

### Desirable Criteria

Area	Criteria	Stage
Experience	[DC1] Experience of Entra ID such as AADConnect	1, 2
	[DC2] Networking, network protocols and troubleshooting	1, 2
	[DC3] Experience of Microsoft Defender [for Endpoint]	1, 2
	[DC4] Experience using code versioning and tooling e.g. Git, GitHub, GitLab, and automation to manage infrastructure/platform services.	1, 3
Qualifications	[DC5] Microsoft related qualifications or similar.	1

