**JOB DESCRIPTION**

This form summarises the purpose of the job and lists its key tasks.

It may be varied from time to time at the discretion of the College in consultation with the postholder.

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| **Job Title:** SeniorIT Systems Engineer | **Job ref no:** ISD-0236-25 |
| **Grade:** 7 | **Department:** Infrastructure Services Directorate |
| **Accountable to:** IT Infrastructure Manager | **Responsible for:** N/A |

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| **Job summary:** The role holder will be responsible for the administration and maintenance of College’s IT systems infrastructure.  The post holder will provide support primarily for the operational environment but also support IT project designs, working with other in-house teams and 3rd parties as required. You will also handle escalated tickets and major incidents.  The responsibilities will also include 2nd line support for incidents and problems and will be required to support callout/out of hours work when required.The post holder will support and help develop the RVC’s SharePoint service and ensure service delivery to the highest possible standard. |

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| **Competency: Service Delivery**  **Key tasks:**   * To carry out routine operational tasks to ensure the smooth running of the server infrastructure and to continuously monitor servers’ performance * To ensure operating systems and application are regularly patched and maintained to expert standards, according to users’ requirements and departmental processes across development, pre-production and production environments. * Assisting the development of secure and compliant IT and business solutions * To provide Out of Hours telephone support to rectify systems, telephone and networks faults on provided RVC mobile phone. * Responding to and / or co-ordinating actions in response to IT systems and security incidents. * Carry out installation and configuration and where appropriate develop systems scripts and software. * To monitor all key components of the systems infrastructure, in order to proactively identify faults and capacity problems. To manage fault resolution to maximise availability and conform to SLA requirements. * Play an active role in ensuring the College is employing the latest and the most suitable infrastructure technologies to support the College’s corporate plan * Play an active role in the new infrastructure projects or other Research/Business/Clinical core facilities related projects. * To participate in the evaluation, implementation, configuration and full documentation of the required specialist tools, equipment and applications. * To liaise with suppliers concerning the resolution of reported faults, future roadmaps and the implementation of vendor updates and products. * To create, modify and delete user accounts in accordance with the system security policy and operating procedures. * To undertake any other duties as required by the IT Infrastructure Manager |
| **Competency: Communication**  **Key tasks:**   * To write brief reports and work plans and document systems and processes * To communicate both verbally and in writing with College staff, suppliers and contractors and others to form and develop effective working relationships * To advise the IT Infrastructure Manager and others on trends, potential benefits of new technology and service-related issues |
| **Competency: Planning and organising resources**  **Key tasks:**   * To determine and analyse user requirements for utilising the operating system and delivery of applications across the infrastructure. * To lead and participate in the planning, design, commissioning and ongoing operation of the desktop systems, software applications and supporting infrastructure products and systems. * To advise the IT Infrastructure Manager of the products, resources and technical processes needed to accept new and existing systems in order to meet the agreed operational plan and service levels. * To advise the IT Infrastructure Manager on the relevance and suitability of emerging technical and operational standards. * To plan, document and gain approval through the change control procedure for the configuration of servers and hardware. To schedule and carry out changes in a manner that minimises the adverse impact to users * Works closely with all college functions to understand and bridge the gap between business needs and technology |
| **Competency: Initiative and problem solving**  **Key tasks:**   * To investigate and liaise with relevant specialists to analyse user requirements and take part in developing appropriate integrated designs and technical specifications including storage, backup, servers, disaster recovery and produce associated documentation * To analyse problems with a logical approach and propose technical solutions. To carry out routine tasks, fault rectification and audit on the server infrastructure as required * To investigate and analyse user requirements and take part in developing appropriate systems designs and technical specifications including, VMware, Exchange, NetApp SAN, Teams, SITS, Backups/Restores and client mobile devices and produce associated documentation |
| **Competency: Teamwork, team development, and liaison**  **Key tasks:**   * Participate in cross-team work with other teams such as Helpdesk, MIS and Digital Learning while implementing and upgrading systems, fault-finding or resolving technical problems * Liaison with staff and students across College to interpret and resolve problems and to understand changing patterns of demand * Liaise with colleagues in similar roles in other institutions so as to seek opportunities for collaboration and to benefit from experience and best practice * To take part in internal and external training and professional development as required * Assists in resolving team problems and deals with conflict in a positive manner * Open and willingly to share appropriate information with colleagues and supportive of team decisions |
| Flexibility: To deliver services effectively, a high degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. There may be a requirement to work varying core hours, or on occasion to work outside normal hours, to ensure that service commitments are met. |