**PERSON SPECIFICATION (PS)**

This form lists the essential and desirable requirements needed in order to do the job.

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| **Job Title:** | Senior IT Systems Engineer | **Job ref no:** | ISD-0236-25 |
| **Grade:** | 7 | **Department:** | Infrastructure Services Directorate – IT Services |
| **Accountable to:** | IT Infrastructure Manager | **Responsible for:** | N/A |
| **PS created by/ or reviewed by:** | Gwyn Jervis | **Date PS created/ reviewed:** | 1/5/25 |

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| **Evidence** | | |
| **Competency** | **Essential** | **Desirable** |
| **Training and Education** | Degree or HND in an IT related subject or relevant work experience in an IT enterprise environment.  ITIL Foundation. | MCSE, CCNA, NetApp NCDA, NCIE, CompTIA Network+, Windows Server Certified. |
| **Knowledge and Experience** | Demonstrable experience in a highly technical role in IT.  Some knowledge of NetApp, Windows OS, Office 365, Azure, ADFS, DNS, WINS, AD, Linux, VMware, Exchange.  Knowledge of Microsoft Exchange, MS 365, Teams and VMware architecture.  Some experience of managing VMware and NetApp SAN environments.  Considerable experience and knowledge of analysing and diagnosing technical problems  Knowledge of copper and fibre cable infrastructure.  Ability to utilise network sniffer tools to perform packet analysis.  Good understanding of data privacy and information security principles.  Ability to perform detailed analysis of logs in an attempt to identify events, incidents, and resolution. | Significant experience gained in a sophisticated highly networked environment in a Higher Education environment.  Knowledge of NetApp and Windows OS. |
| **Communication** | Ability to communicate effectively both in writing and verbally about technical matters to all levels of colleagues, contractors, and others.  Highly adaptable and flexible approach combined with a willingness to work on both campuses and unsocial hours when required.  Eagerness to research current marketplace and keep up to date with developments. |  |
| **Planning and Organising** | Ability to manage own workload and work on own initiative based on the priorities assigned by the Manager.  Ability to assist with the planning of technical projects.  Ability to project capacity requirements for systems, to forecast shortfalls and to make appropriate recommendations to rectify capacity issues. |  |
| **Initiative and Problem Solving** | Strong fault diagnosis and troubleshooting skills with logical and pragmatic thought processes.  Ability to clearly identify and understand customer needs and service implications and follow problems through to resolution. |  |
| **Teamwork and Motivation** | Able to work as part of a team of systems and network engineers and to collaborate effectively with other technical specialists and teams. |  |
| **Service delivery** | Ability to thoroughly document all outputs; to review and improve existing documentation.  Ability to provide clear and concise reporting both verbally and in writing. |  |