Job Title: Systems Administrator (Windows Services)
Grade: 7
Salary: £34,189 to £39,609 per annum
Department: IT Services
Hours/Contract: Full-time maternity cover post for 12 months from November 2018, or until the current post holder returns
Reference: 543

Role Purpose

To assist with running one or more critical services taking particular responsibility for complex Incident and Problem resolution, preventative maintenance and upgrade work, and capacity management.

The work of the post holder will reside within Infrastructure Support which forms part of the IT Operations team. Working closely with the Infrastructure, the post holder will be responsible for managing, and maintaining Active Directory (providing authentication for University-wide services), Microsoft Exchange (email, calendaring and collaboration), web access for off-campus usage, automated patching, system monitoring based on System Centre, virtual infrastructure based on VMware. Day-to-day administration across 600 Windows servers (physical and virtual) running across multiple Domains, and other critical business applications. The post holder will also be expected to contribute to the full range of work undertaken by the IT Operation’s team.

Resources Managed

The network consists of over 800 Cisco network switches serving more than 120 locations providing network access to over 10,000 devices in use across all University Departments, Colleges and Offices

This is supported by approximately 600 Windows servers and over 100 Linux server instances

The wireless network has over 550 access points accessed from 16,000 devices (9,000 concurrent) by a user-base in excess of 25,000

The University Internet connection serving all members of the University and users of its IT facilities. This enables campus based users to access off-campus services and enables off-campus users to access campus based services

<table>
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<th>Principal Responsibilities</th>
<th>% Time</th>
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<tr>
<td>1. Develop critical services</td>
<td>50</td>
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<tr>
<td>- Working with senior technical staff, help to analyse requirements and formulate design proposals for service developments to meet functionality, performance, scalability, availability, business continuity and security requirements</td>
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<td>- Carry out the detailed technical work packages involved in service development projects through design, installation, configuration, integration and testing</td>
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<td>- Produce technical design documentation including specifying detailed hardware and software configurations as required</td>
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Job Summary

- Represent the team on development projects, advising on standards that will be applied during the development and complying with these standards

2. Manage critical services
   - Monitor capacity and performance, identify trends in patterns of demand to inform service development and replacement planning; collate, interpret and report service statistics
   - Plan and lead preventative maintenance and upgrade work, preparing change requests and undertaking impact analysis as necessary
   - Liaise with suppliers to report defects.
   - Maintain awareness of product development roadmaps, known problems, planned fixes and upgrade paths.
   - Diagnose and resolve incidents and problems escalated from the Service Desk and Second Line Support teams and transfer knowledge to those teams where appropriate
   - Analyse logs and other sources of data which may indicate problems such as attempted security compromises, performance bottlenecks etc.
   - Develop, update and test IT service continuity plans as systems are changed and as required.

3. Provide consultancy to other staff within IT Services and the wider University. Advise on how other systems and services need to integrate with services within the area of expertise.

4. Maintain and develop specialist skills in line with the needs of the service including the investigation and evaluation of new developments and technologies and provide innovative technical solutions to meet business requirements

Internal and External Relationships

- Daily contact with other team members
- Daily contact with other teams in dealing with Problems / queries directed to IT Operations
- Weekly contact with other teams and with IT Services Management Directorate in planning service developments
- Regular contact with Departmental Computer Officers and End-Users to resolve complex Problems that have been escalated
- Negotiation and discussion with System Suppliers, external Consultants and maintenance providers in developing services and dealing with complex issues
- Contact with peers at other sites with similar service requirements
- Occasional presentations, both internal and external, on service developments and proposals.

Planning and Organising

- Forward planning / scheduling of hardware and software upgrades with lead times from weeks to months, minimising loss / degradation of services
**Job Summary**

- Co-ordinating team effort related to specialist support area(s)
- Organising own workload to meet the requirements of the team and service provision / development

### Qualifications, Knowledge and Experience

#### Essential

- A degree in a technical discipline or a degree in a non-technical discipline combined with substantial additional experience directly relevant to this post. *
- Significant experience working in a complex IT organisation with a systems administration background *
- Excellent conceptual knowledge of the major components constituting a modern IT architecture and their interactions with other components
- Excellent experience of the structured approach required to run highly available IT services
- Proven expertise in the administration of systems in a large complex environment with significant recent experience of security, scripting, automating, monitoring and management tasks of the following: *
  - Windows Server 2008 R2
  - Microsoft Exchange Server 2010
  - Microsoft SCCM / SCOM 2007
  - Microsoft Active Directory

#### Desirable

- Knowledge / experience of the following: *
  - Microsoft
    - Office 365 admin.
    - Certificate Services
    - Cluster, database and node failover
    - File & Print services
    - WSUS
    - FIM
    - Windows 7 / Server 2012
    - Lync
    - PowerShell
  - System Centre
    - Operations Manager 2012
    - Configuration Manager 2012
    - App-V
  - VMware
    - vSphere 5.x
    - vCentre Operations 5.x
  - Web-fronted database services (IIS6 / 7 / 8 and MSSQL 2008 / 2012)
  - Cluster and Node failover
  - Programming and scripting tools such as PowerShell and VBScript
  - Experience of troubleshooting UNIX / Linux / Microsoft Active Directory integration
  - Relevant professional qualifications e.g. MCSE, MCITP or similar
  - IT Service Management (ITIL) Foundation and/or exp. of working within an ITIL env.
## Job Summary

- Experience of providing IT Services within a Higher Education environment

*Criteria to be used in shortlisting candidates for interview*

### Skills, Abilities and Competencies

#### Essential

- Highly developed analytical skills and problem solving ability
- Effective oral and written skills in order to communicate effectively with staff and students
- Excellent interpersonal skills
- Effective planning and organisational skills
- Customer focussed

*Criteria to be used in shortlisting candidates for interview*

#### VITAL

The University encourages all staff to live our [VITAL values](#) which are:

*Valuing People, Innovators, Together, Accountable, Leaders.*

#### Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.