

Job Title: Infrastructure Support Analyst

Grade: 6

Salary: £27,830 to £32,236 per annum

Department: IT Services

Hours/Contract: Full time, fixed term 01 November 2019

Reference: 754

Role Purpose

An experienced WinTel / Data Centre support professional with the ability to ensure critical University services are available.

You will be responsible for ensuring the smooth running and monitoring of services and ensure services being or already transitioned to the team are managed and adhere to prescribed standards and procedures, are securely maintained, and are regularly monitored.

The post is based within Infrastructure Support (IT Operations) whose principal responsibilities include supporting Windows systems, cloud-based applications, data centres, and networks. The successful candidate will work closely with Specialists within team and across teams in IT Services to support data centre activities and Windows Server Operating System across some several hundred physical and virtual servers.

Context:

The Infrastructure Support team is responsible for the operational state of transitioned IT services, and works closely with the Infrastructure and Application Services teams on development of new services, Incident escalation and Problem Management.

The initial focus will be on assisting the System Administrators and Senior Support Engineer with WinTel and Data Centre day-to-day operational tasks including, but not limited to VMware vSphere administration across 700+ servers, Office 365 (email, calendaring and collaboration) supporting several thousands of Users, Active Directory, File Cluster Node / quota admin used by Staff and Students., hardware fault monitoring / logging / reporting, backup reports / restores, and asset inventory. The post holder will also be expected to contribute to the full range of work undertaken by the IT Operation's team.

As part of a relatively small team supporting multiple infrastructure components your focus will be on the above technologies but you will have a broader set of skills which extend to networks and application support.

A number of developments are currently either in-flight or are being planned particularly around migration of Windows Server 2008 R2 to 2012 R2, and storage upgrades in 2019.

Resources Managed

Centralised systems underpinning University-wide services including:

- Over 800 Windows servers (physical & virtual) running Windows Server 2008 R2 / 2012 R2
- 400TB configured storage providing User Home drives (Z:), Departmental storage (X:)





and supporting the Microsoft SQL database clusters used by a number of critical systems

- Microsoft SCOM infrastructure for monitoring a broad range of infrastructure and services
- Schneider Data Centre Expert (DCE) for monitoring and alerting of data centre infrastructure across 4 data centres

| Principal Responsibilities | % Time |
|---|--------|
| <p>1. Provide support cover</p> <ul style="list-style-type: none"> • Provide day-to-day basis support of WinTel systems and Data Centre activities, e.g. server provisioning / decommissioning, backup & restores, scripted builds, managing compromised accounts, etc. • Maintain cabinet layout and naming standards to ensure that wiring closets are kept in a structured and orderly manner for ease of maintenance, e.g. running in new patch cables, fibres, power, etc. • Liaise with Suppliers to report and diagnose defects and replace faulty equipment • Facilitate and co-ordinate access requirements to University Data Centres • Maintain up-to-date asset inventory database | 65 |
| <p>2. Support the development, management and monitoring of critical services in conjunction with Infrastructure and Application Services</p> <ul style="list-style-type: none"> • Supervise preventative maintenance and upgrade work including adding / moving / removing equipment, preparing Change Requests and review risk analysis documentation as necessary • Carry out the technical work detailed in work packages associated with service development projects through design, installation, configuration, integration and testing • Contribute to technical design documentation including specifying detailed hardware and software configurations as required • Assist with the development, updating and testing of IT service continuity plans as systems are changed as and when required • Develop specialist skills in line with the needs of the service | 15 |
| <p>3. Managing and monitoring of critical services</p> <ul style="list-style-type: none"> • Diagnose Incidents and resolve Service Requests escalated from the Service Desk • Monitor capacity and performance, identify trends in patterns of demand to inform service development and replacement planning; collate, interpret and report service statistics • Analyse logs, identify trends and other sources of data which may indicate problems such as attempted security compromises, performance bottlenecks, etc. for further investigations • Maintain awareness of product development roadmaps, known problems, planned fixes and upgrade paths | 10 |
| <p>4. Maintain awareness of the development of critical services</p> <ul style="list-style-type: none"> • Review requirements of design proposals from Infrastructure and Application Service teams' ensure service developments meet operational functionality, performance, scalability, availability, business continuity and security requirements | 5 |





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|--|---|
| <ul style="list-style-type: none"> • Represent the team on development projects, advising on standards that will be applied during the development and complying with these standards • Verify and test IT service continuity plans as systems as required <p>5. Maintain and develop self-development skills in line with the needs of the service including the investigation and evaluation of new developments and technologies that meet business requirements.</p> | 5 |
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Internal and External Relationships

- Daily contact with other team members
- Regular contact with other teams in advising on areas of expertise and problems / queries directed to Infrastructure Services
- Regular contact with external vendors and suppliers, consultants and maintenance providers in developing services and dealing with complex issues
- Occasional contact with peers at other sites with similar service requirements
- Infrequent contact with other teams and with IT Services Senior Leadership Team in planning service developments

Planning and Organising

- Forward planning / scheduling of hardware & software upgrades with lead times from weeks to several months, minimising loss / degradation of services
- Organising own workload to meet the requirements of the team and service provision
- Communicating and liaising with Estates, Contractors, Suppliers, Staff, Students and other Stakeholders

Qualifications, Knowledge and Experience

Essential

- Hands-on experience of providing ICT support within a complex organisation *
- Experience of working with computer hardware, e.g. racking hardware, cabling, security, inventory management, etc. *
- Educational background with a substantial background in a technical subject. or a non-technical discipline combined with substantial additional experience directly relevant to this post *
- Experience of the structured approach required to run highly available and scalable IT services *
- Excellent conceptual knowledge of the major components constituting a modern IT architecture and their interactions with other components
- Proven expertise in the administration of systems in a large complex environment with recent experience of supporting, monitoring and management of one or more of the following: *
 - Windows Server 2008 R2 / 2012 R2





- Microsoft Active Directory
- Office 365 Administration
- Server Anti-Virus software (e.g. Kaspersky)
- Backup software, e.g. CommVault
- Data Centre software, e.g. DCE

Desirable

- Experience of providing IT Services within a Higher Education environment
- Relevant professional qualifications e.g. MCSE, CDCM, etc.
- IT Service Management (ITIL) Foundation and / or exp. of working within an ITIL environment
- Experience of using a Service Desk ITSM toolset, e.g. LANDesk
- Skills / experience with a broader set of technologies: *
 - Data Centre principles
 - Familiarity with HP blade enclosures and chassis
 - Infrastructure monitoring, e.g. SCOM, Cacti, WhatsUp, HP OneView, etc.
 - PowerShell scripting
 - Virtualisation technologies, e.g. VMware
 - Microsoft Core Features, e.g. File & Print Services, Distributed File Systems (DFS), Certificate Services, Clustering, Database, WSUS, etc.
 - Programming & scripting tools (e.g. VBScript, PowerShell, WinRM, etc.)

***Criteria to be used in shortlisting candidates for interview**

Skills, Abilities and Competencies

Essential

- Highly developed analytical skills and problem solving ability *
- Excellent interpersonal skills
- Effective oral and written presentation skills
- Effective planning and organisational skills; able to organise, prioritise and plan own work
- Customer focussed

Desirable

- Experience of working in a 'DevOps' culture

***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.

