

# Job Description

**Job title:** Senior IT Systems Administrator (Windows)

**Reports to:** IT Service Manager (Infrastructure)

**Department/School:** Information Services

**Grade:** 7

## Purpose of the role

To ensure the effective and secure day to day operation of IT services delivered by the Core Services infrastructure team across the university’s IT networks. Providing specialist expertise, contributing to and leading, in the support and development of new services. Offering direction and support to members of the university and external agencies in the use, maintenance and enhancement of the services.

## Line management responsibility for:

None

## Main areas of responsibility:

* To use specialist technical knowledge and understanding of the university systems to manage, monitor and keep under review, the core IT technical services. To take the lead in proactive detection and resolution of complex service issues, co-ordinating & mentoring other members of the team as required. Direct and work with colleagues and external agencies, to investigate and conduct operational problem determination analysis, fault diagnoses, tracking and problem resolution. Especially in sustaining prevailing service level agreements.
* Proactively identify opportunities to improve services and lead on the development of specialist methods and procedures to technically administer, manage, and develop the enterprise-level IT infrastructure. Specifically including server virtualisation, server operating systems, server application platforms, backup systems, operational monitoring tools and other related hardware and software.
* To provide specialist professional technical advice and recommendations to colleagues and external agencies in the use and operation of the university’s core infrastructure server and storage services. Leading and when required, directing others in the diagnosis of complex faults, IT equipment installations, maintenance and configuration.
* To maintain the security of the server systems to recommend, where appropriate, necessary security improvements, especially in the implementation of the university’s security policies.
* To participate in the development and implementation of backup, restore and disaster recovery of mission critical university IT services.
* To act as technical lead for short to medium term IT infrastructure projects and new service developments as required. Assisting with planning and prioritisation of associated works within the IT infrastructure team and directing other members of the team as required. Advising, managing and liaising with colleagues at all levels and external suppliers in order to achieve this.
* To collaborate with the Service Desk during office hours and act independently out of hours, with colleagues across the Department and beyond. Taking ownership of complex incidents and problems, providing expert advice in specialist IT subject areas, assisting and directing colleagues in the resolution of these.
* To plan and implement service change requests, ensuring that management and appropriate Information Services personnel are informed of significant service outages and progress to resolution.
* To lead on developing and establishing service standards. Ensuring consistency, commonality, compliance and accurate record keeping within the team. To be responsible for the maintenance and improvement of IT systems administrative records, technical documentation, specification and procedures. Overseeing and contributing to developing, validating, reviewing and updating operational procedures and documentation for all the services.
* To train, develop and mentor less experienced colleagues, peers and other staff as necessary.

## General responsibilities

These are standard to all University of Brighton job descriptions.

* To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
* To adhere to the University’s Equality, Diversity, and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible.
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
* To work in accordance with the Data Protection Act 2018 and UK GDPR

# Person Specification

The person specification focuses on the knowledge, skills and abilities, qualifications, and the experience required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form **(A),** at interview **(I)** and in some instances through an exercise **(E**); these are shown at the end of each criteria.

## Essential Criteria

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| --- |
| **Knowledge, skills, and abilities** |
| * Good verbal and written communications skills, especially interacting with a large user community reflecting a wide spectrum of IT knowledge and susceptibility. **(A,I)**
* Ability to work collaboratively in a team, pro-actively sharing knowledge, respecting experience and capabilities of other members of the team and working with them to meet team objectives. **(A,I)**
* Ability to communicate technical operations, procedures and concepts when necessary, in simple, accessible non-technical terms. **(I)**
* Ability to listen well and consider the needs and perspectives of others, especially the user community. **(I)**
* A strong sense of customer service and an ability to empathise with the needs of others, if necessary translating these to and from technological terms. **(A,I)**
* Responsive to customer needs and a tenacity to develop plans and track progress on the agreed plan, for satisfaction of a requirement. **(A,I)**
* An ability to prioritise work in line with corporate strategy. **(I)**
* Ability to prioritise tasks and escalate competing requests for time. **(I)**
* Ability to analyse evidence objectively in complex problem determination and diagnosis. **(A,I)**
* Ability to express user requirements in terms of a formal specification for software implementation. **(I)**
* Ability to design effective, elegant user-friendly IT interfaces appropriate and proportionate to need. **(I)**
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| **Qualifications** |
| * A degree in a relevant discipline or equivalent practical experience in a Systems Administration role. **(A,I)**
* or Microsoft Certified Solutions Expert (MCSE). **(A,I)**
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| **Experience** |
| * Experience of providing leadership in decision making within a team. **(A,I)**
* Demonstrable experience of developing and documenting IT systems and processes. **(I)**
* Significant practical experience in a support role within Information Technology (probably gained over a substantial period for adequate exposure to a range of services and technologies). **(I)**
* Significant practical experience in Windows Server and related system technologies. **(A,I)**
* Significant practical experience in at least three of the following specialist areas: **(A,I)**
	+ Microsoft Exchange, Email security services, Active Directory, ADFS, Office 365 and Azure AD, Windows patch management, Citrix;
* Working in a service-oriented IT environment including change control, preferably within an ITIL framework: **(A,I)**
* Experience in enterprise data backup technologies and disaster recovery processes.: **(I)**

**Managing people** |
| n/a |
| **Physical demands and/or other requirements** |
| * The role will occasionally require lifting and moving enterprise scale IT equipment. **(I)**
* The role will require occasional travel to other university sites and partner institutions. **(I)**
* There will be a requirement to work occasional evenings and weekends. **(I)**
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# Additional Information

* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays, and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis. The advert for the post for which you are applying will indicate whether applications from job sharers can be considered (this may not be possible for a post that is already part time for example). Refer to the ‘Balancing Working Life’ section on our website here: [Benefits and facilities](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).
* Annual leave entitlements are shown in the table below and increase after 5 years’ service. In addition, to the eight Bank Holidays, there are university discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, is pro-rated for part time employees.

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| --- | --- | --- | --- |
| **Grades** | **Annual entitlement per grade** | **Grades** | **After 5 years’ service** |
| 1-3 | 23 days | 1-3 | 28 days |
| 4-7 | 25 days | 4-7 | 30 days |
| 8-9 | 27 days | 8-9 | 30 days |
| Band 10 and above | 30 days | Band 10 and above | 30 days |

* More information about the department/school can be found here [Professional Services Departments](https://www.brighton.ac.uk/about-us/contact-us/professional-services-departments/index.aspx) or here [Academic Departments](https://www.brighton.ac.uk/about-us/contact-us/academic-departments/index.aspx).
* Read the University’s [Strategy 2019 - 2025](https://www.brighton.ac.uk/practical-wisdom/index.aspx)
* The University has an attractive range of benefits, and you can find more information about them on our [website](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).

Date: **April 2023**