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**Job title:** IT Systems Administrator (Server & Storage)

**Reports to:** IT Service Manager (Server & Storage)

**Department:** Information Services

**Location:** Watts Building, Moulsecoomb

**Grade:** 6

**Purpose of the role**

To provide specialist expertise for the effective and secure day-to-day operation and development of services delivered by the infrastructure Core Services team across the university’s IT networks. To provide advice and to support 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 monitor and keep under review the core IT technical services, to proactively detect and resolve issues. Using own initiative and judgement, working 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.
* Use specialist methods and procedures to technically administer, manage, and develop the enterprise-level IT On-Premise and Cloud / Hybrid IT infrastructure. Specifically including Storage Area Networks (SANs), 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, including using own judgement and initiative in fault diagnoses, IT equipment installations, maintenance and configuration.
* To maintain the security of the datacentres’ and server systems to recommend where appropriate necessary security improvements, especially in the implementation of the university’s security policies.
* To ensure the continuous operation of the data centres and the enterprise systems supported within them. Ensuring the environmental, safety and security systems, are properly designed and maintained with particular reference to access control, uninterrupted power, fire control and cooling.
* To backup, restore and baseline recovery of essential data and mission critical university services including use of offsite storage.
* Use own judgement and initiative to prioritise and plan the implementation of IT infrastructure projects and new service developments 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, providing IT technical subject matter expert specialist advice in the resolution of incidents and problems.
* To plan and implement service change requests and ensure that management and appropriate Information Services personnel are informed of significant service outages and progress to resolution.
* To make technical recommendations for improvements and resolutions to ensure efficient operation of and to improve the IT datacentre infrastructure, server, storage and backup services.
* To ensure consistency, commonality and compliance with established standards of services and ensure correct accurate record keeping. To maintain and improve IT systems administrative records, technical documentation, specification and procedures by developing, validating, reviewing and updating operational procedures and documentation for all the services.
* To assist in the training, development and mentoring of 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 and Diversity 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 General Data Protection Regulations.

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The person specification focuses on the knowledge, qualifications, experience and skills (both general and technical) 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).

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| **Essential criteria**  |  | **A, I, E** |
| **Knowledge** | * Practical experience in a support role within Information Technology (probably gained over a significant period for adequate exposure to a range of services and technologies).
* Proficiency in current compute and storage virtualisation technologies and developments.
* Demonstrable experience of documenting IT systems and infrastructure.
* Describe how you have maintained your continuous self-development and tracked relevant IT developments
 | **A, I****A, I****I****A, I** |
| **Qualifications** | * A degree in a relevant discipline or equivalent practical experience in a Systems Administration role.
* VMware Certified Professional (VCP) or equivalent practical experience.
 | **A, I****A, I** |
| **Experience** | * Demonstratable practical experience and familiarity in:
	+ Server virtualisation using VMWare vSphere;
	+ Enterprise Fibre Channel Storage Area Networks;
	+ Enterprise datacentre operations, including security, power and cooling;
* As well as at least three of the following specialist areas:
	+ Microsoft technologies e.g. Windows Server, Microsoft Exchange, Active Directory, Office 365, Windows patch management from build and configuration to maintenance and upgrade;
	+ Administrative experience of currently supported Red Hat Linux versions, from build, configuration to maintenance and upgrade;
	+ Enterprise data backup technologies and disaster recovery processes;
	+ Working in a service-oriented IT environment, preferably within an ITIL framework.
* Proficiency in scripting languages, e.g. VMWare PowerCLI, Windows or Linux script programming.
* Experience of VMWare/Hyper-V based virtual servers’ and other high availability server-based technologies.
* Familiarity with management and technologies of large local area TCP/IP networks.
* Familiarity with enterprise and aggregation level routers.
* Experience of handling enterprise scale network equipment and servers and physical ability to assist in their installation, move, modification or decommission.
 | **A, I, E****A, I, E****A, I, E****A, I, E****A, I, E****A, I, E****A, I** |
| **Technical/work based skills** | * Ability to analyse evidence objectively in problem determination and diagnosis.
* Ability to verify or confirm a technical problem diagnosis.
* Willingness to follow documented procedures.
* Self-motivated desire to learn by book, by practical work, by systematic observation, by formal training and by initiative.
* Self-discipline and willingness to keep good records and observe change control.
* 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.
* Good verbal and written communications skills are required, especially interacting with a large user community reflecting a wide spectrum of IT knowledge and susceptibility.
* Ability to communicate technical operations, procedures and concepts if necessary, in simple, accessible non-technical terms.
* Ability to write clear concise reports in a timely manner.
* 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.
* Ability to express user requirements in terms of a formal specification for software implementation.
* Ability to design effective, elegant user-friendly IT interfaces appropriate and proportionate to need.
* Ability to listen well and consider the needs and perspectives of others, especially the user community.
* An understanding of priorities and a respect for them. Ability to prioritise tasks and escalate competing requests for time
* Responsive to customer needs and a tenacity to track progress on the agreed plan for satisfaction of a requirement.
 | **A, I****I****A, I****I****A, I****I****A, I****A, I****I****A, I****I****A, I****I****I****I** |
| **Other requirements** | * Adaptability to technological change and development.
* Flexibility to work outside normal working hours as need arises.
* Willingness to work at weekends on occasions to minimise impact of service disruptions.
* Willingness to participate fully in a rota system covering extensions to the normal working day.
* Willingness to travel to sites of the university and partner institutions, to attend meetings elsewhere as required.
* A full car driving licence valid and current in the UK.
 | **A, I****A, I****A, I****A, I****A, I****A** |
| **Desirable** | * Vendor-specific IT certification; this may be:
	+ In server virtualisation;
	+ Vendor-specific or SNIA-endorsed credentials (SNCP) in SAN management, configuration and administration;
	+ A Microsoft certified credential.
 | **A** |

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* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* This is a full-time post and is permanent.
* 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) and further information can be found on the ‘Balancing Working Life’ section 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** | **Basic entitlement per year** | **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 (schools and colleges)](https://www.brighton.ac.uk/about-us/contact-us/academic-departments/index.aspx%22%20%5Co%20%22Academic%20departments)
* Read the University’s [2016 - 2021 Strategy](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: 01/2021