

JOB DESCRIPTION

Job Title: Senior Systems Administrator (Windows)

Accountable to: Systems Manager

Contract Length: Permanent

Hours per week/FTE: 35 FTE

Weeks per year: 52

Salary: £36,642 to £43,961 per annum

Grade: 5

College/Service: IT Services

Location: LCC – Elephant and Castle

Purpose of Role:

Provide specialist support with the management, maintenance, development and security assurance of the Microsoft Windows infrastructure as a member of the Technical Services team within IT Services. Take the lead responsibility for installations, configuration, and maintenance while ensuring that the performance and capacity of the infrastructure meets the University's current and future needs in a cost effective manner. Participate in internal and external networks to ensure the successful integration and delivery of IT services across the University. Maintain an awareness of developing applications and technologies, evaluating the impact on existing systems architecture, and the development of areas of specialisation.

Duties and Responsibilities

- To provide technical expertise to enable the correct application of operational procedures within the University's hardware, software and information infrastructure.
- To contribute to the planning and implementation of hardware and systems maintenance and installation.
- To implement agreed system and service changes and maintenance routines.
- To identify operational problems within the system and service infrastructure and contribute to their resolution checking that they are managed in accordance with agreed standards and procedures.
- To provide reports and proposals for improvement to specialists, users and managers.
- To review system and software updates and identify those that merit action.
- To tailor system software to maximise hardware functionality.
- To install and test new versions of system software.
- To investigate and coordinate the resolution of potential and actual service problems.
- To prepare operational documentation for system software.
- To advise on the correct and effective use of system software.
- To define integration builds, accepting software modules from software developers, and produce software builds for loading into the target environment.
- To configure the hardware environment, produce integration test specifications, and conduct test, recording details of any failures and carrying out fault diagnosis.
- To configure software and equipment and test platform specific versions of software in use in the University.
- To report the outcomes of testing and identify potential improvements to the process and to the software products according to agreed designs and standards.
- To review capacity, performance, availability and other operational metrics and take appropriate action to ensure corrective and proactive maintenance of storage and backup systems to support the requirement to protect the University's information assets.
- To create reports and proposals for improvement and contribute to the planning and implementation of new installations and scheduled maintenance and changes within the University's systems.
- To prepare and maintain operational procedures and provide technical expertise and appropriate information to management.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To undertake continuous personal and professional development, and to support it for the Systems team through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Systems Manager
- Systems Team
- Web Services Team
- Business Services Team
- Information Systems Team
- Centre for Learning and Teaching in Art and Design (CLTAD) Team
- Third Party Suppliers
- Other Third Line Support in IT Services
- Other University Support Teams

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): None

Signed _____ Date of last review _____
(Recruiting Manager)

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Person Specification	
Specialist Knowledge/ Qualifications	A degree or equivalent experience and technical qualifications in related subject areas
Relevant Experience	<p>Demonstrable record of extensive and successful experience in supporting, maintaining and developing in areas listed below:</p> <p>MS Windows System administration and configuration, including:</p> <ul style="list-style-type: none">i. Microsoft Server Administration (2008/2012)ii. Microsoft Active Directory Administration and Designiii. Web Services (IIS)iv. Virtualisation Technologies (VMWare 5.5, 6.0, Hyper-V)v. Server and Storage Hardwarevi. Server Backup Technologiesvii. PowerShell Scriptingviii. Microsoft Technologies (DFS, Clustering, DNS/DHCP, PKI)ix. Networking TCP/IP protocols
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Planning and managing resources	Plans, prioritises and manages resources effectively to achieve long term objectives
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

