Candidate Information

Position:	Graduate Trainee (2 years) Telecoms Systems Analyst
School/Department:	Information Services
Reference:	19/107614
Closing Date:	Monday 8 July 2019
Salary:	Commencing salary is £27,831 per annum. Those candidates with 1 year relevant experience will have a commencing salary of £28,660 per annum
Anticipated Interview Date:	Monday 22 and Tuesday 23 July 2019
Duration:	2 years

JOB PURPOSE:

This is an excellent opportunity for a graduate, with the relevant background, to join the Information Services Directorate at a leading UK University. You will work as part of a professional team assisting in the implementation, development, administration and support of the University telephony services. The role is a multi-disciplinary role with duties encompassing system admin/configuration across the suite of telephony services, support of fixed line and mobile networks provision to include the Queen's campus voice network, and engaging in major and minor project work from design to completion.

MAJOR DUTIES:

1. Work as part of a team to identify, develop, support and implement telephony systems and solutions to support the University's business functions.
2. Use appropriate technologies and applications to ensure the administration, continuity, performance and security of the University's central telephony services.
3. Play a key role in ensuring continuous service development across the suite of Telephony services to ensure high levels of service quality and effectiveness.
4. Work across teams, which may be cross functional or cross disciplinary e.g. Networks, Cabling, Estates, other IS Systems teams to ensure the delivery of a high quality, integrated set of services to users. Lead teams engaged in projects as required.
5. Adopt a proactive approach to the identification and resolution of potential problem areas.
6. Assist with the delivery of Estates Minor & Major Works projects, providing specialist telephony input as necessary, designing and implementing solutions as required.
7. Responsible for the production and maintenance of documentation and management reports, e.g. systems specifications, disaster recovery plans, user documentation, maintenance schedules, hardware and software revision levels etc.
8. Specify, install, support and maintain telephony systems and applications, both fixed line and mobile.
9. Contribute to the development and monitoring of divisional and team strategies and plans. Maintain an awareness of relevant University strategies and plans.
10. Effectively manage own development programme to ensure learning log is fully completed, mentoring meetings are undertaken and learning and development is applied within the job role.
11. Collect, analyse and present reports and results to inform decision making within relevant areas.
12. Provide specialist/professional advice, information and assistance to junior team members and users.
13. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

Planning and Organising:

1. Prioritise, plan and organise own work over the short to medium term with an awareness of long term goals and objectives while ensuring Team/Departmental objectives are delivered.
2. Contribute to larger projects as part of a project team.
3. Contribute to the planning, design and organisation of service changes with regard to their impact on the business of the University.
4. Develop appropriate work schedules in order to meet targets and turnaround times.

Resource Management Responsibilities:
1. Assist in the planning of resources within the area of responsibility to ensure that they are effectively managed and monitored.
2. Advise on the cost/benefit of new and existing technologies.
3. Assume delegated responsibilities as appropriate.

Internal and External Relationships:
1. Liaison with key contacts to ensure appropriate integration, collaboration and understanding of objectives.
2. Liaison with external suppliers, contractors, consultants and other third parties.
3. Attend internal and external meetings/workshops to ensure that relevant issues are appropriately represented and reported.

ESSENTIAL CRITERIA:
1. Hold or be about to obtain a degree or higher degree or equivalent qualification where IT systems and applications formed a significant part of the syllabus.
   OR
   Non relevant degree with at least 12 months relevant experience
2. Demonstrable practical experience of working in a team environment.
3. Evidence of involvement in project based activities
4. Strong interpersonal skills with excellent oral, written and presentation skills.
5. Ability to plan and schedule competing work/project demands and work to tight deadlines.
6. Demonstrable initiative and enthusiasm, e.g. to learn further relevant systems and application skills and undertake suitable training.
7. Flexibility and willingness to work outside of normal hours as and when required

DESIRABLE CRITERIA:
1. Demonstrable knowledge/experience in telephony /systems platforms.
2. Relevant honours projects/dissertation
3. Relevant work experience, paid or unpaid and including experience gained via work placements in the course of studies.

ADDITIONAL INFORMATION:
Successful completion of the programme at the end of year 2, will result in a substantive Grade 7 position (£33,199). If the appointee already has 1 year's relevant PG experience they will start at point 27 and migrate to a substantive Grade 7 position upon successful completion of a 1 year traineeship.   It is anticipated supplier certification will be completed within the training period.