



Candidate Information

Position: Senior Systems Analyst
School/Department: IT Systems and Services
Reference: 21/108814
Closing Date: Monday 31 May 2021
Salary: £41,526 - £51,034 per annum.
Anticipated Interview Date: Thursday 17 June 2021

JOB PURPOSE:

To ensure the development of professional services meet the needs of the University/region and make best use of the resources available.

To assist in the implementation, development, administration and support of the University's central computing services.

MAJOR DUTIES:

1. Work as a senior member of a team to identify, develop and implement computer systems and solutions to provide an integrated range of high quality services in support of the University's business functions, including education, research and administration.
2. Identify issues, trends and problems that will have significant University wide impact.
3. Manage and co-ordinate the planning, design, development and implementation of new projects with significant/University wide impact.
4. Provide lead advice to Information Services Management on problem resolution within relevant area of professional expertise.
5. Provide specialist/professional advice, information and assistance to users " either directly or through the service desk " to resolve problems and to maximise service quality, efficiency and continuity.
6. Lead/participate in collaborative projects to provide services across different parts of the University.
7. Contribute to the development and monitoring of divisional and team strategies and plans. Maintain an awareness of relevant University strategies and plans.
8. Specify, install, support and maintain computer systems and applications.
9. Coordinate the effective maintenance of information and documentation, e.g. system specifications, disaster recovery plans, user documentation, maintenance schedules and computer programs.
10. Manage and monitor the performance of services and carry out appropriate interventions to meet internal and external requirements.
11. Generate original ideas and innovative solutions through the provision of specialist know-how and advice.
12. Identify additional service requirements or service shortfalls and co-ordinate the development of innovative solutions to maximise service quality, efficiency and continuity. Lead design / deployment of such solutions as required.
13. Ensure professional and quality standards are maintained and applied within the area of activity.
14. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

Planning and Organising:

1. Plan and organise individual and/or team activity with an appreciation of longer term issues, ensuring plans complement and feed into University strategies.
2. Contribute to, and where appropriate lead, larger projects as part of a project team.
3. Contribute to, and where appropriate lead, the planning 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/or turnaround times.

Resource Management Responsibilities:

1. Assist in the management of resources/budgets within the allocated project area, as appropriate, to ensure that maximum value is delivered for the resources deployed.
2. Advise on the cost/benefit of new and existing technologies.
3. May supervise/manage a small group of specialists.
4. Provide specialist/professional expertise within specific areas.
5. Contribute to resource and budget management.

Internal and External Relationships:

1. Represent and promote Information Services, at both internal and external meetings, to ensure that relevant issues are appropriately represented, reported and actioned.
2. Liaise with key contacts within the University to ensure appropriate integration, collaboration and understanding.
3. Liaise with key contact within the University to develop new and improved processes and support systems and services.
4. Liaise with external suppliers, consultants and other third parties.
5. Maintain links with professional and specialist bodies or groups.

ESSENTIAL CRITERIA:

1. * Degree or higher degree or equivalent in Computer Science or other related discipline. Or;
* Degree or higher degree in any discipline combined with substantial relevant professional experience in a systems role. Or;
* HNC (or higher) or equivalent in Computer Science or other related discipline combined substantial relevant professional experience in a systems role.
2. * Five years relevant professional experience in a systems role.
3. * Must demonstrate a good working knowledge and practical experience of operating systems & server technologies including two or more of:
 - * Windows Server 2016 R2 or later,
 - * VMWare v7 or later,
 - * Active Directory Management,
 - Citrix.
4. * Must demonstrate practical experience in the administration/ deployment of Virtual Machines and management of high capacity (100sTB), high performance (1,000's users) storage arrays.
5. * Must demonstrate practical experience in the use of a recognised programming language e.g. Powershell, Java, C, C++, C#.
6. Must demonstrate ability to follow argument logically.
7. Must demonstrate strong reasoning ability.
8. Must demonstrate a clear understanding of relevant policies and codes of practice (eg systems security, accessibility).
9. Must demonstrate ability to communicate technical information to colleagues and non technical users of all grades with clarity and effectiveness.
10. Able to prioritise own work to meet deadlines.
11. Must be able to work both within a team and independently.
12. Able to respond flexibly to meet changing client requirements.
13. Keen to learn further relevant systems and application skills.
14. Keen to learn and undertake suitable training in relevant programming languages and methods.
15. Ability to work with users and provide a professional service.
16. Must be willing to provide cover, as required, during weekends and evenings, over critical periods and over some holiday periods as required in accordance with the needs of the Service.
17. Must be willing to undertake installation and development work outside of 'normal' working hours.

DESIRABLE CRITERIA:

1. * Microsoft Certified System Administrator (MCSA) or Microsoft Certified System Engineer (MCSE).
2. * VMware certification at VCA, VCP or VCAP level in Data Centre virtualisation.
3. *CITP or equivalent (or demonstrate progress toward obtaining same).
4. * Hold or be about to obtain relevant professional qualification.
5. * Working knowledge of: Azure AD, Directory Integration and Synchronisation.
6. * Ability to demonstrate practical experience with 2 or more recognised programming languages e.g. Powershell, Java, C, C++, C#.
7. * Practical experience with one or more of: - IP networking, Network Load Balancers, Office 365 administration / integration.
8. Evidence of self-training or self-directed learning.

9. Proven diagnostic skills.
10. Evidence of pursuit of IT / programming related activities outside the context of study or the workplace.
11. Interests / activities that develop leadership / teamwork skills.