



Candidate Information

Position: Technical Lead (Senior Systems Analyst) Systems
School/Department: IT Systems and Services
Reference: 22/110279
Closing Date: Monday 24 October 2022
Salary: £43,414 - £53,353 per annum
Anticipated Interview Date: Wednesday 2 November 2022

JOB PURPOSE:

To ensure the development of professional services that meet the needs of the University (making best use of the resources available) through 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, use 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.

ESSENTIAL CRITERIA:

1. 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 with substantial relevant professional experience in a systems role
2. Substantial recent proven experience in a large-scale relevant computing environment, developing and supporting corporate IT business systems.

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,*
 - Linux (e.g. CentOS 7 or later)
 - VMWare v7 or later,*
 - Active Directory Management,*
 - Citrix, Horizon, OpenVPN.
4. Must demonstrate practical experience in the use of a recognised programming language e.g. - PowerShell, Java, C, C++, C#.*
5. Must demonstrate ability to follow argument logically.
6. Must demonstrate strong reasoning ability.
7. Must demonstrate a clear understanding of relevant policies and codes of practice (e.g. systems security, accessibility).
8. Must demonstrate ability to communicate technical information to colleagues and non-technical users of all grades effectively.
9. Able to prioritise own work to meet deadlines.
10. Must be able to work both within a team and independently.
11. Able to respond flexibly to meet changing client requirements.
12. Keen to learn further relevant systems and application skills
13. Keen to learn and undertake suitable training in relevant programming languages and methods
14. Ability to work with users and provide a professional service.
15. Must be willing to undertake installation and development work outside of 'normal' working hours.
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 in accordance with needs of the post.

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. Demonstrable practical experience in the administration/ deployment of Virtual Machines.
9. Demonstrable practical experience in management of high capacity (100sTB), high performance (1,000's users) storage arrays.*
10. Evidence of self-training or self-directed learning.
11. Proven diagnostic skills.
12. Evidence of pursuit of IT / programming related activities outside the context of study or the workplace.
13. Demonstrable leadership / teamwork skills