

JOB DESCRIPTION

Physical Infrastructure Specialist, ISS Vacancy Ref: 0890-23

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| Job Title: Physical Infrastructure Specialist, Technical Infrastructure Group  | Present Grade: 7P  |
| Department/College: Information Systems Services  |
| Directly responsible to: Team Leader  |
| Supervisory responsibility for: n/a  |
| Other contacts Internal: * Line management in ISS to receive direction, instruction, advice and guidance on tasks, and to provide feedback on progress and escalate issues where necessary.
* ISS Service Desk and Support Teams to assist in resolving issues and to support their activities.
* Other members of ISS staff to provide advice and escalate problems.
* Departmental Representatives to assist with issues, discuss service requirements and alert them to service updates and events.
* University staff and students to provide specialist third-line support and advice.

External: * External organisations, professional societies and associations to represent relevant issues, concerns or promote ideas.
* Hardware, software and service suppliers and consultants for pre-sales fact-finding and evaluation, training, support and problem escalation and resolution.
* Personnel from other institutions for fact-finding, information exchange and to resolve problems.
* Contacts and key users at partner institutions or companies of the University to discuss requirements, resolve issues or provide training and support.
* Undertaking training and development, or providing training and development as needed.

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| Major Duties:  1. To deliver administration, support and development of the various systems and services covered by the team(s) to which you are assigned, including their associated housekeeping systems. The duties include, but are not limited to:
	1. Development, implementation, maintenance and support of systems and services
	2. Monitoring of performance and ensuring effectiveness of operation
	3. Pro-actively identifying, diagnosing and resolving problems
	4. Producing documentation and guidance for university staff, suppliers, installers and for end users
	5. Development of disaster recovery procedures and documentation
	6. Liaising with vendors and with support staff at other institutions
	7. Contributing to the service improvement process
2. Through the Helpdesk system, to take and resolve in a timely and professional manner referred queries and requests, escalating to other members of the university as necessary.
3. To work to the appropriate standards and practices for service provision and project delivery.
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| 1. To provide timely and pertinent communication regarding any planned changes in service, service breaks and outages, incidents and events.
2. To provide out of office hours attendance when required to recover from system failures or to undertake major system upgrades. These attendances will be at the request of the Head of TIG, the Team Leader or their nominated representatives.
3. When necessary, to deputise for other TIG staff to ensure the day to day smooth running and operation of IT systems as directed by the Head of TIG, Team Leader or nominated representative.
4. When required, to provide liaison and support services to partner institutions and companies of the University including, when necessary, short periods of on-site work at UK and international locations.
5. To promote policies relating to either ISS services or broader issues relating to the University, and to report on the effectiveness of these policies through regular collation and analysis of user feedback.
6. To maintain an up to date awareness of developments in computing, networking technologies and other pertinent; associated systems.
7. To maintain high levels of professional conduct, including but not limited to:
	1. cooperative engagement in tasks set
	2. the exercising of initiative to suggest, through line managers, improvements to the service provided
	3. clear and professional styles of communication at all times
8. To carry out delegated staff management tasks effectively and efficiently.
9. To perform such duties, appropriate to the grade, as may arise through evolution, growth or restructuring, or as may be directed by the Chief Information Officer or nominated representative.
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