**JOB DESCRIPTION**

**Systems Administrator (G7)**

**Ref: 1141-23**

<table>
<thead>
<tr>
<th>Job Title: Systems Administrator</th>
<th>Present Grade: 7</th>
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<tbody>
<tr>
<td><strong>Department/Faculty:</strong> Information Systems Services</td>
<td><strong>Directly Responsible to:</strong> Network Systems Architect</td>
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<td><strong>Supervisory responsibility for:</strong> None</td>
<td><strong>Other Contacts:</strong></td>
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<td>(Internal) Members of staff from within the Information Systems Services department of the university.</td>
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<td>(External) Staff members from other University departments, client service users, professional societies and associations, visitors, and partner institutions.</td>
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**Main Function:**

Responsible for the day to day administration and support of critical network services; as a member of the team planning and developing improvements to bespoke systems; providing appropriate technical advice and expertise across the University.

**Major Duties:**

You will work under the direction of more senior ISS colleagues on the major functions of your role as specified below:

1. To provide administration and support of the various systems and services covered by the Network Systems team, including their associated housekeeping systems. The duties include, but are not limited to:
   - Monitoring of performance and ensuring effectiveness of operation
   - Pro-actively identifying, diagnosing, and resolving problems
   - Pro-active management of Server security – including the timely patching of OS and applications
   - Producing documentation and guidance for ISS and end users
   - Liaising with vendors and support staff at other institutions
   - Contributing to the service improvement process
   - Responding to service & advice requests
2. To engage with design & development projects within the team, including:
   - Discovering & defining requirements
   - Proposing changes & integrating them with the wider University architecture
   - Working with project teams to deliver appropriate reporting
3. To work to the appropriate ISS standards and practices for service provision and project delivery.
4. To handle or reassign queries and requests initiated by users.
5. To provide IT liaison and support services to Partner Institutions, including when required short periods of on-site work at both UK-based and international locations.
6. To communicate with colleagues in ISS, the wider University community and Partner Institutions concerning planned changes in service, service breaks and outages, incidents, and events.
7. To deputise for other ISS staff when required.
8. Through the Service Desk, take ownership and resolve referred queries in a timely and professional manner.
9. To work to appropriate service levels with defined quality of service metrics that will enable you to maintain and demonstrate high quality of service provision.
10. To maintain high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest through line managers improvements to the service provided, and clear and professional styles of communication at all times.
11. To attend and report to internal and external meetings as directed, representing the division.
12. To participate as required in any provision of operational cover for periods outside the normal working day.
13. When requested by your Team Leader or their nominated representatives you will work outside of normal
hours to resolve system failures or to undertake major system upgrades.

14. To perform such other duties, appropriate to the grade, as may be directed by the Head of Networking or nominated representative.