

**JOB DESCRIPTION**  
**Linux Support Specialist**  
**Vacancy Ref: A2539**

<b>Job Title:</b> Linux Support Specialist	<b>Present Grade:</b> 7P
<b>Department/College:</b> ISS	
<b>Directly responsible to:</b> Head of Faculty IT, Information Systems Services (ISS)	
<b>Supervisory responsibility for:</b> Student employees as required	
<p><b>Other contacts</b></p> <p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>ISS Staff to discuss requirements, attend formal meetings, raise and resolve issues and concerns from wider University around linux use. Escalating issues where necessary.</li> <li>Faculty of Science and Technology (FST) IT Support Staff to discuss requirements, agree standards and processes and attend meetings.</li> <li>Divisional Directors of Research; Heads of Departments, Academic and Research Staff mainly in FST but with wider remit of support to other areas of University. Provide advice, guidance, support in Linux and Linux based software for research and teaching.</li> <li>Dean's Office to discuss research and teaching infrastructure strategy and provide informed advice on Linux.</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>Software Suppliers to evaluate, advise, cost, purchase and support relevant Linux based software required across University. To resolve issues with operation of software with supplier.</li> <li>Hardware Suppliers to evaluate suitability of various hardware solution working in a Linux environment, provide advice to staff on purchases and work with supplier to resolve any operational issues.</li> <li>HE Linux system administration support community – to share good practice, develop new methods of working and implement new technologies.</li> <li>Training and development companies undertaking personal development or evaluating and procuring suitable training resources for wider University.</li> </ul>	
<p><b>Major Duties:</b></p> <p>To provide server administration and proactive support for the Linux based users mainly within the Faculty of Science and Technology with expectation of support of the wider university. Working closely with ISS and FST IT staff, you will provide systems administration support for research and teaching linux based servers. Proactive and effective day-to-day support and advice for academic and research staff in the Faculties to facilitate teaching and research using Linux and Linux based software.</p> <p>Located within ISS, you will work mostly in the FST faculty and be expected to develop strong links with the FST departments and staff, especially with FST IT staff, to deliver day-to-day Linux support, enable you to develop appropriate training and standardised installations appropriate to the various needs across the faculty. Where appropriate you will develop and promote these to the wider University user base.</p> <ol style="list-style-type: none"> <li>Provide systems administration and software support for Linux based systems for FST and as required by ISS for the wider University research and Teaching operations. This include definition and development of initial systems, installation, maintenance and monitoring of performance, resolving of issues and decommissioning of systems.</li> <li>Provide day-to-day support for Linux users across the Faculty of Science and Technology (FST), making use of existing expertise and helping provide maintenance such as OS Updates; Software installation; hardware maintenance.</li> </ol>	

- 3.** Act as liaison between FST IT technical staff and ISS for the purpose of information exchange concerning Linux based issues, agreeing standards, developing and implementing university wide working practices and process around the wider management and support of Linux and Linux based software and systems for research and Teaching.
- 4.** Lead on developing and agree specification, create, maintain and provide a supported university Linux installation image, which can used as an option for installation on university systems used for research and teaching.
- 5.** Working with the ISS security team to produce and deliver support and advice documentation and training around security patching and 'hardening' of Linux installations. Undertaking security analysis and hardening to any systems you have systems administration responsibility for.
- 6.** Develop support process and provide advice and assistance on back up, data storage, data recovery and meeting university regulations on data management for research projects using Linux with FST and wider University.
- 7.** Working with ISS training team to develop suitable training materials and delivering courses on use of Linux. Developing supporting materials such as Lancaster Answers for reference.
- 8.** Develop wider staff skills in use of Linux for research and teaching purposes.
- 9.** Developing, documenting and promoting ways, where possible, to allow the integration of Linux into existing university systems, including but not limited to University Admin systems, VPN, Printing, Cloud and central storage in conjunction with the relevant specialists for these products.
- 10.** Contribute to strategic plan of using and supporting Linux across the University research and teaching activities.
- 11.** Advising on the inclusion of Linux support in future purchases of university hardware and software.
- 12.** Investigate new Linux technologies and applications, sharing technical knowledge and expertise with colleagues.
- 13.** To undertake professional development as appropriate for the role
- 14.** Other comparable duties as may be required by the Head of Faculty IT Team or nominee

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