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**JOB DESCRIPTION**

**Linux Systems Administrator (G7)**

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| **Job Title:** Linux Systems Administrator | **Present Grade:** 7 |
| **Department/Faculty:** ISS | |
| **Directly Responsible to:** Communications Programmer | |
| **Supervisory responsibility for:** None | |
| **Other Contacts:** (Internal) Members of staff from within the Information Systems Services department of the university. (External) Staff members from other University departments, client service users, professional societies and associations, visitors and partner institutions. | |
| **Main Function:**  To provide server administration and proactive support and advice for the Linux based users mainly within the Faculty of Science and Technology, and also the wider university, to facilitate teaching and research using Linux and Linux based software.  **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 development, administration, and support of the various systems and services covered by the teams to which you are assigned, including their associated housekeeping systems. The duties include, but are not limited to:    * Definition and development of tools to provide effective service management    * 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 2. 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. 3. To work to the appropriate ISS standards and practices for service provision and project delivery. 4. To participate as required in any provision of operational cover for periods outside the normal working day. 5. To handle or reassign queries and requests initiated by users. 6. 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. 7. 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. 8. To deputise for other ISS staff when required. 9. Through the Service Desk, take ownership and resolve in a timely and professional manner referred queries. 10. 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. 11. 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 mangers improvements to the service provided, and clear and professional styles of communication at all times. 12. To attend and report to internal and external meetings as directed, representing the Division 13. To perform such other duties, appropriate to the grade, as may be directed by the Head of Faculty IT or nominated representative | |