

**JOB DESCRIPTION**

**Senior Research Infrastructure Engineer (G7)**

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| **Job Title:** Systems Administrator | **Present Grade:** 7 |
| **Department/Faculty:** Maths & Stats |
| **Directly Responsible to:** Chair of Computing Committee. |
| **Supervisory responsibility for:** None |
| Contacts;Internal:* With Department staff to discuss requirements and attend formal meetings.
* With Faculty or Departmental staff to discuss requirements and attend formal meetings.
* With academics and researchers to gather data and devise and develop solutions or to provide technical input into grant proposals.
* With the Representatives of departmental teams to discuss service requirements and alert them to service updates and events.
* With colleagues to share knowledge and provide advice and guidance on tasks and provide feedback on progress and to escalate issues where necessary

External:* With members of ISS, faculty or departmental IT reps to provide advice and escalate problems.
* With external organisations, professional Societies, suppliers and visitors to the department from other institutions.
* To visit other departments and provide consultation services
* With IT contacts and key users at Partner Institutions or Companies of the University to discuss requirements, resolve issues or provide training and guidance.
* Undertaking training and development, or providing training and development as needed.
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| **The Role:**To deliver administration, support and development of the various systems and services covered by the team to facilitate teaching and research. To provide technical advice to other Faculty IT support teams as circumstances require to share knowledge and experience.**Major Duties:*** To provide development, administration, and support of the various systems and services 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
	+ Take a leading role in the strategic planning, design, implementation, and management of IT systems, software, services and infrastructure supported by the team; this to include consideration of availability, capacity, security, resilience, and disaster recovery.
	+ Plan and deploy operating system and application upgrades, security patches and system management tasks
	+ Define and document operational procedures for end users
	+ Liaising with vendors and support staff at other institutions
* Take ownership and resolve in a timely and professional manner referred queries to the helpdesk.
* To communicate with colleagues and to the wider University community and project partners concerning planned changes in service, service breaks and outages, incidents and events.
* To maintain an up-to-date awareness of developments in relevant technologies, operating systems and systems development.
* Investigate new technologies and applications, sharing technical expertise with technical specialists and other colleagues within the Department.
* Participate in wider IT Services and central/faculty initiatives through the provision of specialist technical analysis and advice.
* To attend and report to internal and external meetings, representing the department.
* Contribute to the recruitment, induction and mentoring of staff, including training staff in specialist knowledge or skills.
* To maintain high levels of professional conduct, including, but not limited to:
	+ The cooperative engagement in tasks set
	+ Use initiative to suggest improvements to the service provided
	+ The utilisation of clear and professional styles of communication at all times
	+ The performance of delegated staff management tasks effectively and efficiently.
* To perform duties, appropriate to your grade, as may arise through evolution, growth or restructuring or as may be directed by the HoD or nominated representative.
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