**JOB DESCRIPTION**

**Junior Systems Administrator: ISS-TIG**

**Vacancy Ref: XXXXX**

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| **Job Title:** Junior Systems Administrator | **Present Grade: 6** |
| **Department/Faculty:** ISS-TIG |
| **Directly Responsible to:** Head of Storage and Virtualisation |
| **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. |
| The role of Junior Systems Administrator involves the installation, configuration, maintenance and decommission of virtual environments, servers and systems infrastructure owned and/or managed by Lancaster University. You will also be expected to assist in the provision of fault management & 2nd/3rd line support to client users.**Principal duties of the role are:**The installation, commission, maintenance and de-commission of servers and systems infrastructure owned or managed by Lancaster University. This includes maintenance and development of Databases, Web Servers, Application workloads, data stores and associated SDDC infrastructures etc. in a virtual or physical manner.Provide technical support to ensure the prompt resolution of incidents and service requests relating to systems provided by the university.Through the Service Desk, take ownership and resolve in a timely and professional manner referred queries.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.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.Attendance and reporting to appropriate internal and external meetingsSuch other duties appropriate to the grade as may be directed by your line manager. |