THE UNIVERSITY OF MANCHESTER

PARTICULARS OF APPOINTMENT

PROFESSIONAL SERVICES

DIRECTORATE OF IT SERVICES

INFRASTRUCTURE ANALYST (HIGHLY RESTRICTED DATA SERVICE LEAD)

VACANCY REF: PS-15493

Salary:	£41,526 to £51,034 per annum, depending on relevant experience
Hours:	Full Time
Duration:	Permanent, starting as soon as possible
Location:	Oxford Road, Manchester

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Enquiries about the vacancy, shortlisting and interviews:
Contact: Simon Hood
Email: simon.hood@manchester.ac.uk
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Overall Purpose of the Job

The role will cover a range of activities including; Taking responsibility for agreed project work, providing effective team leadership, managing information flow to and from the customer; developing and implementing quality plans and method statements, monitoring the effectiveness of installations and ensuring that appropriate recommendations for change are made.

In the capacity of Service Support, ensures that all incidents and requests are handled according to agreed procedures. Create and maintain documentation of the supported components, ensuring it is available and in an appropriate form for those providing support.

Within a Research IT environment, support and development of the University CIR Ecosystem, which primarily includes all on-campus computational facilities, associated storage systems and networks, the Research VM Service and gateway services, and may also include some off-campus facilities. Ensure all academics and researchers at the University are apprised of all Ecosystem facilities and are able to make effective use of them.

The role will be responsible for undertaking assignments across project and/or service functions as required.

Key Responsibilities, Accountabilities or Duties

Dependent upon assignment:

- Carries out assignments, alone or as part of a team, applying knowledge, skills, and experience. Demonstrates an understanding of the issues of interest to the client organisation and proposes viable solutions within the scope of own expertise, taking into account the needs of those affected.

- Co-ordinates and manages rapid response and permanent resolution to problems, ensuring that appropriate action is taken to investigate and resolve them, with minimal downtime to systems and services. Maintains up to date information on major problem resolution and ensures the communication of such information to all interested parties. Ensures that problems are fully documented within the configuration management defect/problem reporting system (known error database). Proactively matches unresolved incidents against existing problems, known errors and other incidents.

- Co-ordinates investigations and proposals for changes and circumventions. Initiates and monitors the implementation of agreed remedies, in close liaison with the help desk, change management, configuration management and asset management functions.

- Specifies and designs large or complex systems, covering for example: objectives, scope, constraints (such as performance, resources etc.), hardware, network and software environments, main system functions and information flows, data load and implementation strategies, phasing of development, requirements not met, and alternatives considered.

- In consultation with more senior management and taking account of enterprise and solutions architectures agrees appropriate design standards, methods and tools and ensures they are applied effectively.

- Takes a leading technical role in systems development projects, both within systems design and in interfaces with other stages of development. Evaluates and undertakes impact analysis on major design options.

- In consultation with other technical specialists, and clients, develops integration plans, including estimates, to ensure the effective and efficient integration of system components.

- Provides detailed personal advice and guidance to all users in the effective use of systems, products and services available to them; demonstrates ingenuity in applying knowledge to non-standard situations.

- Promotes the application of the technical specialism within employing organisation and closely associated organisations, such as customers, suppliers and partners, and actively campaigns for appropriate action.

- Gathers performance statistics from the IT platforms to enable recommendations for the tuning of system software. Tailors system software parameters to maximise throughput and efficiency.

- Ensures that documentation of supported components is available and accessible to all who need to use it.

- Ensures that requests are handled according to agreed procedures. For all requests that cannot be resolved, provides an effective interface between users and service providers supplying all necessary diagnostic information. Uses judgement to set priority for resolution, monitor progress and apply escalation procedures for incident not progressing satisfactorily.

- Following HR policy and standards determine individual learning and development requirements and facilitate the creation and management of a balanced development plan for each member of staff managed to reflect both short to medium-term business objectives and take into account individuals' longer-term aspirational goals.

- Ensures that the performance of staff managed is appraised and assessed in accordance with agreed standards, procedures and timetables and that the results of assessments are correctly reported back to those being appraised.

- Post holders are required to familiarise themselves with the University's Equality and Diversity policies and to actively support these wherever possible.

- Provides supervision, motivation, technical direction, development, training and mentoring to subordinate team members. Assigns work to team members as appropriate. Manages staff performance.

- Demonstrates and leads a commitment to the IT Services Values of: One IT Team, Enabling Others and Customer First. Proactively working to ensure the appropriate behaviours are embedded and maintained in support of the identified values.

- Be aware of and work within the constraints of the University Health and Safety, Data Protection, and Confidentiality policies, bringing to the attention of management any issues arising.

- Actively work to ensure knowledge sharing amongst colleagues to avoid single point of failure.

- To undertake such other duties as may be required from time to time commensurate with the level of responsibility of the role.

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Qualifications and Experience

- Previous relevant work experience and a degree/professional qualification or substantial experience in a similar role.

Skills and Competencies

- Infrastructure Architecture: The frameworks and principles on which networks, systems, equipment and resources are based.

- Operational/Service Architecture: Knowledge of the IT infrastructure (hardware, databases, operating systems, local area networks etc.) and the IT applications and service processes used within own organisation.

- Technology Knowledge: Knowledge and practical understanding of specific technologies relevant to the role.

- University IT Portfolio: Knowledge of systems, applications, technologies, and equipment in use within the University as appropriate.

- Project Management: Principles, methods, techniques and tools for the effective management of projects from initiation through to implementation.

- Planning and Organisation: Determining a course of action by breaking it down into smaller steps and by planning and resourcing each of these, making allowance for potential problems.

- Design principles: Principles and practice of good system design

- Proof of Concept and prototyping: Performing a proof of concept or prototyping exercise to demonstrate or evaluate the feasibility and potential benefits of applying a particular technology, product or toolset to meet a business need.

- Configuration Management: The discipline which gives precise control over IT assets by allowing IT management to maintain information about the "configuration items", including hardware devices, computer programs, documentation, telecommunications services and computer centre facilities, required to deliver an IT service.

- Interacting with People: Establishing relationships and maintaining contacts with people from a variety of backgrounds. Effective and sensitive communicator in different societies and cultures.

- Decision Making: Making decisions at the appropriate time, taking into account the needs of the situation, priorities, constraints and the availability of necessary information.

- Customer Value Chain Concepts: The complete sequence of activities within a process, from receipt of an order or request to delivery of a product or service.

- Conceptual Thinking: Acquiring understanding of the underlying issues in complex problems or situations by correctly relating these to simpler or better understood concepts, models or previous experiences.

- Analytical Thinking: Acquiring a proper understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts, selecting the appropriate method/tool to resolve the problem and reflecting on the result, such that learning is identified and absorbed.

- Delegation: Delegating tasks, responsibilities and authorities effectively.
- Strategic Perspective: Keeping overall objectives and strategies in mind, and not being deflected by matters of detail.

Desirable Knowledge, Skills, Experience and Qualifications

Skills and Competencies

- Service Level Agreements: The purpose and composition of a service level agreement (SLA); the relationship between an SLA and a contract for the supply of services.
- Business Proposals: Methods and techniques for preparing and presenting business cases, invitations to tender and statements of requirements both orally and in writing.
- Specialist Equipment Interfacing: Knowledge of interfaces between IT and associated specialist equipment (e.g. microscopes, language labs, translation labs, OCR Readers, Spectrometers, etc.).
- Leadership: Identifying goals and objectives, and motivating and leading others towards their achievement.