

THE UNIVERSITY OF MANCHESTER

PARTICULARS OF APPOINTMENT

PROFESSIONAL SERVICES

DIRECTORATE OF IT SERVICES

IT SERVICES RESEARCH IT

SYSTEM ADMINISTRATOR (OPS)

VACANCY REF: PSX-031225

Salary: Grade 7 £47,389 to £58,225 per annum, depending on relevant experience

Hours: Full Time

Duration: Fixed Term for 31 months (with possibility of extension)

Location: Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Gael Donval

Email: gael.donval@manchester.ac.uk

Overall Purpose of the Job

The role is responsible for the operation and the administration of 24/7 University-wide platforms and systems in various locations, including Data Centres. The role defines and carries out agreed operational procedures, including installation, maintenance and patching using standard procedures and tools. The role is responsible for the investigation and resolution of complex operational problems and troubleshooting.

With a responsibility for Data Centre storage systems, carries out and documents configuration for allocation of storage, installation, backup, restore, and maintenance of storage system as per the agreed operational procedures.

Uses standard management and reporting tools to collect and report on utilisation, performance and infrastructure related statistics, monitoring compliance against agreed processes and investigates, assesses and recommends service improvements. The role acts as a subject matter expert, providing training and guidance to less experienced colleagues.

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

Key Responsibilities, Accountabilities and Duties

Dependent upon assignment:

- Uses data centre management tools to plan, record and manage the types of infrastructure installed.
- Develops and maintains the standards, processes and documentation for the IT estate.
- Takes necessary decisions and initiates actions to optimise efficiency in population of data centre space.
- Conducts investigations of operational problems, makes proposals for improvement, and implements them when appropriate. Participates in reviews of systems performance, provides advice, and assists specialists or other system or service providers to plan details of amendments and upgrades to systems.
- Ensures that surplus equipment is disposed of in accordance with the WEEE Directive
- Carries out the full range of defined tasks associated with operating and controlling the installed hardware and software. This may involve the use of multiple hardware and software platforms, and both local and wide area networks.
- Supervises and gives instruction to less experienced colleagues in all aspects of current and correct operational practice. Delegates responsibility for carrying out specific tasks to individuals as appropriate.
- Supervises all installation and maintenance work associated with the installation as a whole, including network changes and maintenance routines, environmental and electrical services utilising the appropriate tools and test equipment. Ensures that procedures are followed, particularly those relating to safety and security.
- Manages the storage and backup systems to provide agreed service levels.
- Ensures that all tasks and procedures are carried out effectively and efficiently to agreed levels of service or specific requirements of Service or Operational Level Agreements. Gathers and records service level information. Produces statistics for use in measuring key performance indicators (KPIs).
- Uses available monitoring tools, including network management systems tools, to maintain awareness and control of the network load and to model performance statistics. Identifies and rectifies a broad range of operational exceptions and error conditions and deals sensibly and responsibly with unexpected or extraordinary events or incidents. Where these actions necessitate modification, restriction or complete removal of resources or services available, communicates with users, specialists and others, using appropriate methods (e.g. single point of contact such as Service Desk), to inform and escalate if necessary. Creates reports and proposals for improvement.
- Responds to enquiries by users, specialists or others and is able to deal effectively with a broad range of problems of moderate complexity, only escalating those which need specialist or management attention.

- Ensures that documentation of the supported systems and software is available and in an appropriate form for those receiving calls. Ensures log entries of user contacts provide sufficient information for the resolution of subsequent faults and problems.
- Ensures that the impact of defects and problems is evaluated. Verifies defect and problem clearance audit trails. Ensures accuracy of requisite data for use by those carrying out analyses and ensuing actions.
- 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.
- You will be expected to demonstrate a commitment to the [IT Services Practice Charter](#) and the University's [values](#). The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.
- 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.
- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

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

- 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.

- Operations Management: Methods, techniques and tools for planning, organising, resourcing, directing, co-ordinating and monitoring ongoing (non-project) activities.
- IT Environment: The IT environment relating to own sphere of work (own organisation and/or closely associated organisations, such as customers, suppliers, partners), in particular own organisation's technical platforms and those which interface to them through the specialism, including those in closely-related organisations.
- 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.
- Networking and Communications: The planning and management of the interaction between two or more networking systems, computers or other "intelligent" devices.
- Interacting with People: Establishing relationships and maintaining contacts with people from a variety of backgrounds. Effective and sensitive communicator in different societies and cultures.
- 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.
- Risk Management: Methods and techniques for the assessment and management of business risk including safety-related risk.
- Corporate, Industry and Professional Standards: Specific standards associated with the IT practitioner's current role.
- 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.
- Initiative: Being proactive, taking action and anticipating opportunities.

Desirable Knowledge and Skills

Skills and Competencies

- Leadership: Identifying goals and objectives, and motivating and leading others towards their achievement.
- Information Capture Techniques: The selection and application of information gathering methods, tools and techniques which are appropriate to the information required and the sources available.
- Release Management: The management of the processes, systems and functions to package, build, test and deploy changes and updates which are bounded as "releases" into the "production" environment.