

Job Description

Job title:	Systems Administrator
Department/School:	Digital, Data and Technology Group
Grade:	7
Location:	University of Bath

Job purpose

The Systems Administrator will be part of a team responsible for the development and maintenance of IT systems and services that support the University's research, teaching and professional services.

The post holder will be involved in all phases of the development of new services, maintenance of current systems, changes and system upgrades, using requisite functional and technical expertise in a timely and cost effective manner. The post holder will contribute significantly to third-tier support processes, resolving problems, documenting root causes and improving service levels.

Source and nature of management provided

Client Platform Engineering Manager.

Staff management responsibility

None.

Special conditions

Standard University business hours are 9.00 am – 5.20 pm Monday to Thursday and 9.00 am – 5.10 pm Friday. From time to time you will be required to work outside these hours, for example to manage maintenance during less disruptive periods such as a 7.00 am start on Tuesdays for the 'at-risk' period.

The University operates an "out-of-hours" system to ensure service continuity. The post-holder will be required to join the out-of-hours list and asked to undertake occasional duties outside of standard University hours including evenings or weekends.

The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines.

Main duties and responsibilities	
1	Systems Development and Administration <ul style="list-style-type: none"> Methodically investigate, analyse and review current systems and processes. Ensure monitoring of performance of systems, in relation to their contribution to desired service levels. Ensure system security and system sustainability and documentation in accordance with agreed standards and procedures. Ensure systems change management is carried out in accordance with agreed standards and procedures. Create and manage test and development environments to allow system improvements to be made with the minimum impact on services. Design, script, code, test, and document the development of custom software, using agreed standards and tools, to achieve well-engineered bespoke solutions, especially when linking together existing systems or providing novel interfaces to existing data. Provide third-tier system support. Analyse third-tier requests, identifying patterns and providing appropriate tools, documents or training to the supporter teams and service desk.
2	Service Management <ul style="list-style-type: none"> Provide advice and assistance associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets with the instigation of remedial activities following agreed change standards and procedures. Employ through-life planning models to ensure information systems continuously meet business needs. Advise customers of supplier product developments and upgrades advising on implementation. Manage the demise of systems that no longer meet requirements. Develop implementation plans for dealing with complex requests for change, evaluate risks to integrity of infrastructure, review the effectiveness of change implementation, and suggest improvements to departmental procedures governing change management.
3	Technical Specialisms – [Client Platform Engineering] <ul style="list-style-type: none"> Maintain an in-depth knowledge of technologies for delivery of software and desktops, covering Operating System [OS] deployment, desktop OS configuration, application delivery, software and security updates, virtual desktop management, power management, inventory and asset management, and provide expert advice regarding the application of such technologies to support University objectives. Monitor the market to gain knowledge and understanding of currently emerging technologies in these areas, assessing their relevance and potential value to the University, imparting your knowledge to others via briefings and reports for IT staff and non-technical staff.
4	Additional Duties and Responsibilities <ul style="list-style-type: none"> Undertake research into suppliers, markets and product and service categories, to inform and develop purchasing strategy and sourcing plans. Create specifications for procurement of key products and services. Take responsibility for the definition, documentation and satisfactory completion of medium-scale projects identifying, assessing and managing

	<p>risks to the success of the project. Ensure that realistic project and quality plans are prepared and maintained and provides regular and accurate reports to stakeholders as appropriate.</p> <ul style="list-style-type: none"> • Manage the provision of Client-Platform-Engineering-specific learning and development, particularly for User-Services support staff, ensuring optimum use of resources. Maintain, publicise and promote catalogue of Client Platform Engineering learning and development activities.
<p>In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.</p> <p>You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.</p> <p>Some occasional travelling may be required, for example to user groups or conferences.</p>	

Person Specification

Criteria: Qualifications and Training	Essential	Desirable
Educated to degree level or equivalent qualification or experience in a related field	✓	
Professional project management qualification (e.g. PRINCE2 foundation or equivalent)		✓
ITIL (Version 3 or later) Foundation Level Qualification [or with training have achieved this qualification within their probation period]	✓	

Criteria: Experience/Knowledge	Essential	Desirable
Significant experience of most or all of the following technology areas: OS deployment and configuration (such as Microsoft Endpoint Configuration Manager, puppet), virtual desktop provision (such as Windows Virtual Desktop), application delivery and packaging, software-asset-management	✓	
Expertise of maintaining system software, including Operating Systems (such as Windows Server and Ubuntu Linux) and enterprise-level virtualization platforms (such as VMWare Cloud Suite)	✓	
Extensive experience of 3rd-tier support processes: particularly resolving systems and service problems (including classification and prioritisation), documentation of root causes and implementation of remedies to prevent future incidents	✓	
Practical experience of change management for IT systems improvement, able to create plans for dealing with more complex requests for change, review the effectiveness of change implementation		✓
Knowledge and experience of scripting and software development (such as Powershell)		✓
Knowledge and experience of mobile device and app management tools (such as Microsoft Intune, Jamf Pro)		✓
Knowledge and/or experience of cloud technologies (such as Azure and AWS)		✓

Previous experience of working in the Higher Education sector		✓
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Criteria: Skills and Aptitudes	Essential	Desirable
Proven project management skills	✓	
Technical competence and proven troubleshooting skills	✓	
Ability to learn / adapt to new technologies	✓	
Excellent organisational skills	✓	
Ability to adapt communication style to suit the audience and to work with staff at all levels.	✓	
Flexibility and adaptability and an ability to cope with a busy workload	✓	
Confident and able to engage with customers of differing technical abilities	✓	
Ability to deal with confidential and sensitive information with tact and discretion.	✓	

Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

Managing self and personal skills:

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.