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**Job Description**

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| **Job title:** | **Engineer** |
| **Department/School:** | **Digital, Data & Technology Department (DDaT)** |
| **Responsible to:** | **Principal Engineer/Senior Engineer** |
| **Grade:** | **G6** |
| **Location:** | **University of Bath Sites & Hybrid** |

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| **Background Information** |
| The University of Bath (UoB) is embarking on the next stage of its digital transformation journey. A key part of this is to transform the way in technology services are delivered. The Digital, Data & Technology Department (DDaT) is a passionate community of technical experts who provide digital, data and technology services that are accessible, relevant, and secure. We are motivated by helping people solve problems, be more effective in what they do today and innovating to raise the bar of what can be achieved in future. Significant change in service provision is anticipated and it is vital to have effective, proactive engagement with other departments and faculties. This will address a key improvement required within the Evolution project to develop and maintain strong partnerships with key stakeholders to deliver greater efficiency, coherence, cooperation and coordination.   |

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| **Job purpose**  |
| The post-holder will be part of a team responsible for the day-to-day delivery of core technology services and systems (supported by DDaT) to University staff and students; ensuring that we are providing robust, secure and reliable services.The engineer will be involved in all phases of supporting technology services: maintenance, changes and monitoring of current systems as well as the implementation of new technology systems. You will support cross services engagement in service improvement, incident resolution and provide the link between service teams and frontline staff. The post-holder will contribute significantly to second-tier support processes, resolving problems, documenting, escalating problems to third-tier support and improving service levels, working across all Infrastructure teams.  |

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| **Source and nature of management provided**  |
| Principal Engineer/Senior Engineer |
| **Staff management responsibility** |
| None |

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| **Special conditions**  |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. This will form part of your substantive role and you will not receive additional payment for these activities.  This post may be identified as one requiring the post holder to work outside of the standard university hours, including evenings or weekends. Reasonable notice will be given should this become a requirement of the role.   Annual leave may be restricted during peak workload periods. |

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| **Main duties and responsibilities**  |
| **1** | **Develop, Configure, Support and Maintain:*** Responsible for the configuration, support, and maintenance of a range of existing technology systems, assisting in configuring upgrades and installation of new technology systems.
* Use the IT Service Management System to record, monitor, and forward problems received in person, by email or telephone or self-service.
* To resolve technology queries and respond to a range of standard and unforeseen technology support requests following agreed procedures and within any agreed SLAs (referring upwards or escalating to other 2nd /3rd line support teams when appropriate)
* Will provide first escalation point for technology support teams for 1st/2nd line support for investigating, troubleshooting, and resolving issues when appropriate.
* Undertake and/or supervise commissioning of new technology systems and services.
* Identify and resolve issues with applications, following agreed procedures and carry out applications maintenance tasks.
* Investigate problems in systems and services and assist with the implementation of agreed remedies and preventative measures.
* Undertake, and provide first escalation for all technology maintenance, 2nd /3rd line field support for all DDaT supported systems and services: including installation; maintenance; removal or replacement; troubleshooting and resolving issues within agreed SLAs (escalating when necessary).
* Undertake routine installations and de-installations of items of equipment and/or software within established safety and quality parameters. Correct malfunctions, calling on other experienced colleagues and external resources if required, and document details of all hardware/software items that have been installed and removed.
* Aid all in a professional manner following agreed procedures for further help or escalation and contribute to the development of installation procedures and standards.
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| **2** | **Development:*** Take responsibility for own workload and keep others informed, highlighting potential problems, and suggesting solutions to ensure continuity of service delivery.
* Participate in the professional development of the team and take responsibility for developing own personal and professional knowledge and skills through appropriate training or other opportunities (such as shadowing members of other DDaT support teams).
* Communicate effectively acting as a key liaison with customers, team members and colleagues across the University.
* Monitor trends of recurring problems and ensure these are registered in systems/process reviews.
* Assess, analyse, develop, document, and implement changes based on requests for change.
* Take part in the evaluation of new services and technologies where appropriate.
* Design, create and test complex, well-engineered information deliverables and manage the configuration of documentation items and files, within own area of responsibility.
* Promote and assist in the implementation of strategies, policies and procedures that seek to guide and shape the IT infrastructure services delivered by DDaT.
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| **3** | **Providing Support:*** Provide 2nd / 3rd line guidance and support for technology support requirements in use of all DDaT supported equipment, services and software.
* Define, document and carry out small projects or sub-projects alone or with a small team, actively participating in all phases, identifying, assessing and managing project risks and preparing realistic plans (including quality, risk and communications plans).
* Apply and maintain specific security controls as required by organisational policies and local risk assessments to maintain confidentiality, integrity and availability of business information systems and to enhance resilience to unauthorised access.
* Promote models for through-life costing of IT assets. Work with managers to develop IT budgets.
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| **4** | **Relationships:*** Be a trusted advisor and advocate between DDaT and key University stakeholders.
* Support and maintain the interface between DDaT and UoB departments.
* Build strong relationships with colleagues across DDaT.
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| **5** | **General:** * Undertake any other activities assigned from time to time by the University.
* Occasional travel may be required, for example to user groups or conferences.
* The post holder is required to always follow University policies and procedures and take account of UoB guidance.
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| **Commitment to the University’s Effective Behaviours Framework**As a holder of the Association of University Administrators Mark of Excellence Award, the University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Professional Services staff are expected to exhibit these behaviours with a commitment to on-going personal development in these areas. Further details are outlined in the person specification.  |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to degree level or equivalent qualification or experience in a related field | X |  |
| Business Relationship Management qualification |  | X |
| ITIL Foundation Level Qualification |  | X |
| Professional project management qualification (e.g., PRINCE2 foundation or equivalent)  |  | X |
| Vendor-specific IT qualifications or certifications |  | X |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Previous experience of supporting an IT technical service (1st and 2nd tier) ideally in an academic environment  | X |  |
| Experience of building sustainable relationships across key IT and University wide stakeholders |  | X |
| Broad and deep knowledge of current IT technologies and their application in a Higher Education context |  | X |
| Knowledge of IT Service Management principles and experience |  | X |
| Proven experience of effective working in a customer service environment | X |  |
| Proven experience of supervising or managing and developing an effective team in a complex environment |  | X |
| Experience of developing and improving business processes, using a broad and deep technical knowledge to identify alternative technical and procedural solutions to meet business need. |  | X |
| Knowledge of IT or hardware including servers, switches, access points  | X |  |
| Experience of installing, using and administering one or more computer operating systems such as Microsoft Windows, Mac OS and Linux | X |  |
| Confident user of Microsoft Office products.  | X |  |
| Experience of using email and calendaring software in a business or academic environment | X |  |
| Knowledge of specialist IT infrastructure hardware and operating systems |  | X |
| IT networking knowledge | X |  |
| Experience/knowledge of IT infrastructure management  |  | X |
| Experience of using an IT Service Management system to manage, allocate and monitor support tasks |  | X |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Ability to assign, delegate and direct the work of others | X |  |
| Ability to set standards and measure performance and service effectiveness | X |  |
| Strong influencing and negotiating skills | X |  |
| Strong written and verbal communication skills | X |  |
| Ability to work with HE staffs at all levels including senior managers | X |  |
| Excellent reasoning and analytical abilities | X |  |
| Ability to listen, define, write, explain and interpret ideas, strategies and policies | X |  |
| Ability to inform and consult with both staff and customers | X |  |
| Ability to deal with confidential and sensitive information with tact and discretion | X |  |

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| **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. They do not examine technical competence, rather they identify the behaviour patterns that are valued due to them being 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.
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| **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.
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| **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.
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| **Embracing change:*** Adjusting to unfamiliar situations, demands and changing roles.
* Seeing change as an opportunity and being receptive to new ideas.
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| **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.
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| **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.
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| **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.
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| **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.
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| **Achieving results:*** Planning and organising workloads to ensure that deadlines are met within resource constraints.
* Consistently meeting objectives and success criteria.
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