

JOB DESCRIPTION

Job Title: Senior IT Infrastructure Officer

Department: Information Technology (Computing)

Reports to: Head of Information Technology

Purpose of role: Part of a team of nine reporting directly to the Head of IT, looking after an IT environment that supports over 1500 users, accessing over 50 servers the purpose of the IT Infrastructure Officer is: Responsibility for the upkeep and maintenance of the College servers, networks, storage and network security. To manage IT infrastructure projects concerning servers, storage, networks and security. To carry out day-to-day support of the Colleges' business systems. To provide input into and support the Colleges' IT strategy.

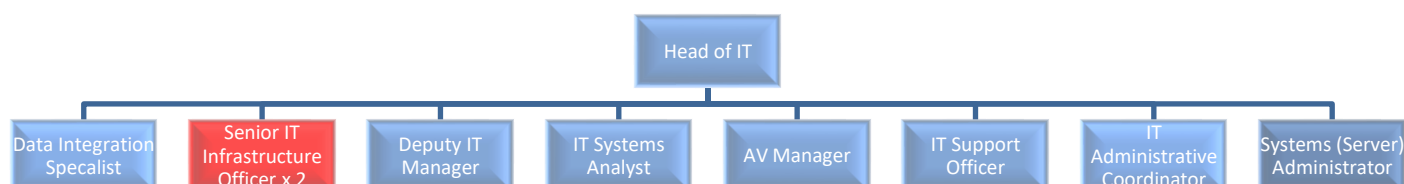
Key accountabilities:

- Acquire, monitor, maintain, test and troubleshoot key business systems and infrastructure including but not limited to; Virtual and Physical Servers, Applications, Databases, Networking equipment Firewalls, Storage Networks and physical cabling (Ethernet and Fibre).
- Formulate, manage and contribute to IT projects involving network security, networks, servers, storage, and key business systems.
- To be a point of contact for immediate colleagues of all levels of seniority and external suppliers wishing to communicate with the department on IT Infrastructure matters.
- Give input into the Colleges' policies and procedures concerning IT. To monitor student and staff compliance with policies and other regulatory and contractual requirements and to take appropriate action in the event of breaches.
- Act as a trusted advisor to the Head of IT to help implement and determine IT development priorities, strategies and initiatives.
- Specify, develop and maintain accurate and up to date system documentation for the College's IT Infrastructure.
- Maintain and test regular backups of all College data and maintain their storage securely in multiple geographic locations.
- Provide 2nd line service desk support for Fellows, staff and students, supporting the team to meet agreed service levels.

- Provide training, assistance and guidance to colleagues within the department and other members of college when required.
- Responsibility for maintaining network security and compliance of security policies.
- Deputise for the Head of IT in project meetings relating to IT Infrastructure, and general Head of Department Meetings.

The College reserves the right to make reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the role or to reflect the latest technology or best practice.

ORGANISATION CHART



PERSON SPECIFICATION

Criteria	Description
Experience	<p>Experience with supporting IT infrastructure in a large user-base environment.</p> <p>An excellent understanding of IT networking concepts.</p> <p>Experience with supporting IT Infrastructure including but not limited to Virtual and Physical Servers, switches, routers, firewalls, Databases, Storage Networks and Physical Cabling.</p> <p>Experience with managing and contributing to large IT infrastructure projects.</p> <p>Experience with supporting software including but not limited to: Microsoft Server Software, Active Directory, Industry Standard backup software, Network Monitoring Software.</p> <p>Experience with dealing with advanced IT support queries.</p> <p>Experience with supporting users over the phone and desk-side.</p>
Skills	<p>The ability to manage IT Infrastructure including but not limited to: Virtual and Physical Servers, switches, routers, firewalls, Storage Networks and Physical Cabling.</p> <p>Experience with industry recognised software including but not limited to: Microsoft Server Software, Active Directory, Industry Standard backup software, Network Monitoring Software.</p> <p>Experience with supporting network telephony (VOIP).</p> <p>A good understanding of Microsoft SQL infrastructure.</p> <p>A good understating of Linux (Ubuntu) as a server platform.</p>
Qualifications	<p>A-Level or equivalent IT related qualification.</p> <p>Networking Certification.</p> <p>Microsoft Infrastructure Certification.</p>
Additional requirements	<p>Problem solver able to strive to find solutions to problems.</p> <p>Ability to work effectively as part of a team and with other College departments.</p> <p>Ability to work in liaison with people of all levels, with a strong 'customer service' focus.</p> <p>Ability to work effectively on own initiative.</p> <p>Ability to prioritise own workload to meet deadlines and colleagues' expectations.</p>

EMPLOYMENT DETAILS

Rate of Pay:	£55,559 per annum.
Hours:	36.25 per week, Monday to Friday.
Contract type:	Permanent.
Probationary Period:	6 months.
Holiday:	25 working days per annum plus 8 public holidays.
Meals:	Free lunch is provided for staff whose duties cover this period when working in College.
Pension scheme:	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.
Private Health Care:	Membership of a free health care and a dental care scheme are available. Staff are able to join the schemes after successful completion of their probationary period, subject to eligibility. This is a taxable benefit.
Gym:	Membership of the College gym is available for a modest fee. Inductions are compulsory.
Sports & Social Club:	The Trinity College Staff Sports and Social Club, run by a committee of staff, offer regular outings to places of interest, and organises functions including a Christmas event.
Cycle to work Scheme:	A tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 12 months, maximum limits apply after successful completion of their probationary period, subject to certain limitations.
Employee Assistance Programme:	To support staff emotional and physical wellness, we provide free access to an employee assistance scheme, available 24/7. This is a free and confidential telephone and web-based information and support service providing staff with access to professional consultants and counsellors.
Access to College:	The College is unable to provide parking on site. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. Many members of staff cycle to work and the College may be able to provide covered cycle parking.