JOB DESCRIPTION

Job Title: Systems Administrator

Department: Information Technology (Computing)

Reports to: Head of Information Technology

Responsible for:

Purpose of role: Working as part of a total team of ten within a sub-team of three, reporting directly to the Head of IT supporting an IT environment used by over 1500 people accessing over 50 servers. The Systems Administrator has responsibility for installing, upgrading, and proactively managing systems and servers; including management of user access and maintaining security and stability. They will manage Azure servers and services, and O365 services that control or interact with servers and desktop devices.

Key accountabilities:

- Continual assessment of the stability, security, and scalability of installed servers in physical, virtual (on premises) and cloud (Azure) environments to ensure standards meet college expectations and policy.
- Installing or upgrading servers in physical, virtual (on premises) and cloud (Azure) environments, including managing certificates and installing patches and updates.
- Providing technical support for staff and back-end environment users.
- Plan, test and apply mitigations to discovered stability, security and scalability issues in collaboration with other team members and contractors if applicable.
- Maintaining business as usual server architecture security and creating system backups and snapshots.
- Configure, monitor, and maintain infrastructure tools including but not limited to Intune, Azure AD, O365 and Security Centre.
- Formulate, manage, and contribute to IT projects involving network security, networks, servers, data storage, and key business systems.
- Act as a trusted advisor to the Head of IT and Senior Infrastructure Engineers to help implement and determine IT infrastructure priorities, strategies, and initiatives.
- Manage user access to servers.
- Specify, develop, and maintain accurate and up to date system documentation for the College's server Infrastructure and provide training to other members of the IT department when required.
- Providing service desk support cover during busy periods or staff absences.

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.

PERSON SPECIFICATION

Experience and Knowledge

- Familiarity with supporting server infrastructure in a large user-base environment. **Essential**
- Familiarity with Windows System Administration including security patching. **Essential**
- Familiarity with Azure and O365 tools, including Intune and Security Centre. **Essential**
- Familiarity with dealing with advanced IT support queries. **Essential**
- Experience with managing and contributing to large IT infrastructure projects. **Desirable**
- Experience with supporting software including but not limited to: Microsoft Server Software, Active Directory, Industry Standard backup software, Network Monitoring Software. **Desirable**
- A solid understanding of IT networking concepts. **Desirable**
- Experience managing IT in a higher education environment. **Desirable**

Skills and Personal Attributes

- Knowledge of Windows server setup, deployment, and maintenance. **Essential**
- Familiarity with modern operating systems and server platforms. **Essential**
- Familiarity with industry recognised software including but not limited to: Active Directory, Azure Active Directory, Industry Standard backup software, Network Monitoring Software. **Essential**
- Knowledge of VMware or Hyper-V. **Desirable**
- Knowledge of building and managing servers in Azure. **Desirable**
- Knowledge of network security systems, and data backup. **Desirable**
- Familiarity with Linux (Ubuntu) Servers. **Desirable**

Qualifications

- Educated to A-Level standard **Essential** (IT related qualification desirable)
- Networking Certification. **Desirable**
- Microsoft Server or Azure Certification. **Desirable**

Additional requirements

- Excellent problem-solving skills.
- Good analytical and communication skills.
- Ability to work in liaison with people of all levels, with a strong 'customer service' focus.
- Ability to work effectively on own initiative.
- Ability to prioritise own workload to meet deadlines and colleagues' expectations.

EMPLOYMENT DETAILS

Rate of Pay: £32,300 - £34,000 per annum.

Hours: 36.25 hours per week.

Probationary Period: Six 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.

Employee Assistance   The Employee Assistance Programme is a free and confidential telephone and web based information and support service providing staff with access to caring and professional consultants and counsellors.

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 who organise events and outings.

Access to College: The College cannot provide car parking for all its staff, and many use Park and Ride sites or cycle. There is 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, up to a maximum value of £6,000.

Private Health Care: The College provides free health care currently through membership with Aviva. Membership of a dental care scheme is also available. Staff can join the schemes after successful completion of their probationary period, subject to certain limitations. This is a taxable benefit.