

APM-L-3 IT Operations Support Analyst

Information Services (IS)

Reporting to: IT Operations Team Leader

Job Family and level: APM Level 3

Contract Status: Fixed term for a period of 2 years

Hours of Work: Full time

Location: Kings Meadow Campus

You are a technical specialist in one or more infrastructure and/or networking technologies deployed at the University. You will play a key role contributing towards the on-going support, maintenance, design, development and management of core University IT services. You possess strong organisational skills and have excellent attention to detail. You are a proficient communicator, who is at ease dealing with staff at all levels, and are confident in building relationships across organisational boundaries.

You are delivery and customer focussed and will take a hands-on approach to help secure success as we respond to the constantly evolving IT landscape.

The University

The University of Nottingham (UoN) is ranked in the UK's top 10 and the world's top 75 universities by the Shanghai Jiao Tong (SJTU) and the QS World University Rankings, placing it in the top 1% of all universities worldwide. UoN has award-winning campuses in the UK, China and Malaysia and is committed to providing a truly inspiring and international education. Described by The Sunday Times University Guide 2011 as 'the embodiment of the modern international university' – the University of Nottingham is uniquely enterprising and renowned for its production of world-leading research.

Information Services

Many of our services are typical of any business and offer similar challenges: Managed desktops and laptops, data storage, email, printing, web content management for the internet and intranet, data and voice networking, multimedia design and production, and the major applications underpinning finance, HR/payroll, marketing, facilities management, conferencing and a range of commercial enterprises, including incubator premises for new business ventures.

Other challenges are specific to higher education and to our University in particular. Nottingham has huge ambition to transform the experience it provides to students – to place them at the heart of its global, digital community. This will involve fundamental change to the business processes which underpin the student journey through the institution, major organisational change across professional services teams, and the implementation of a comprehensive, integrated suite of supporting IT systems. We, in Information Services, will play a pivotal role in this exciting and challenging change programme – known as Transform.

We also run specialist systems to underpin the life cycle of each research project as it moves from grant application through to publication and dissemination. Our researchers need information to help them target the next exciting and lucrative research opportunity. They need to be able to demonstrate the impact their research is having in the world.

As our mission says, "by bold innovation and excellence in all that we do, we make both knowledge and discoveries matter". This depends on getting the right information to the right

people within our community. Here, the creation, sharing, analysis and dissemination of information are defining activities. It's what we exist to do. Both students and researchers are demanding, innovative users of technology and we aim to provide them an information environment in which they can be boundlessly creative and highly productive. We have campuses in Nottingham, China and Malaysia, and aim to support mobility, ease of communication and team work across this hugely diverse and geographically spread community.

In response to these specific challenges, we provide particular and differentiating services. These include a Virtual Learning Environment and other innovative technologies for learning, High Performance Computing services and a large range of specialist software. Our researchers produce vast amounts of data and need tools to manage, mine and generate information from it. Many of them collaborate with industrial partners and researchers in other institutions across disciplinary and organisational boundaries. Our students have grown up with internet technologies and expect to be constantly connected using their mobile devices. A technology-rich experience is what they expect from University life. We provide equipment in teaching rooms, PC suites, language laboratories, wireless everywhere, and internet services in the halls of residence. Our global nature also means that video conferencing is particularly important.

Context

Following the appointment of a new CIO, Information Services (IS) is undergoing a significant restructuring and reinvigoration. The aim is to build an organisation which can be the reliable, trusted, innovative and agile IT partner that the University needs to deliver its ambitious 2020 Strategy across the UK, China and Malaysia campuses. Part of the change is to develop project delivery capability, an architecture capability and a service delivery capability that work together to deliver the right solutions at the right time and cost and ensure that the solutions are properly and predictably understood, used, managed and supported and replaced.

IT Operations; we express the purpose of Infrastructure Technology Operations as: "To keep the IT infrastructure running well, available and secure."

IT Operations is part of Global Service Delivery. It is responsible for all the daily operations, preventative maintenance, reactive support and upgrades necessary to manage and protect the IT Infrastructure and major business applications. It safeguards the stability of the entire production environment across the Data Centres and a distributed network spanning all of the University campuses. Where applications are externally hosted, it is responsible for the daily management of the appropriate external supplier. Team members also play key roles in projects which will upgrade, enhance or otherwise impact services (i.e. all projects), ensuring that all systems are designed to be manageable, secure, robust and supportable, and can be smoothly transitioned into Operations..

Your Role

You provide specialist technical support, advice and guidance in one or more infrastructure and/or networking related technologies deployed at the University.

The services and systems supported by this role are highly visible throughout the organisation with any loss in service having a major impact on the business of the University. The role-holder will provide expert advice and guidance in these areas and will be dedicated to efficient and effective incident and problem resolution to ensure the provision of excellent service to customers within an ITIL aligned process framework.

Main Responsibilities	% time per year
<p>Platform Support</p> <ul style="list-style-type: none"> To provide support (install, configure, administer, install, configure, maintain, backup, repair and service improvements) for a range of IT Infrastructure related technologies, platforms, products and services Liaise with the users, IT Service Desk, Service Management, Campus IT Support teams and external suppliers regarding any issues identified or incidents raised 	60%
<p>Performance Monitoring</p> <ul style="list-style-type: none"> Monitor Performance and usage of services Systems maintenance / Patching Perform a trouble-shooting function Proactively identify, triage and escalate issues, or potential issues, impacting services 	15%
<p>Platform Ownership</p> <ul style="list-style-type: none"> Assist the platform owners in their support and continual service improvement of their platform 	5%
<p>Project Delivery</p> <ul style="list-style-type: none"> Provide technical support for project work packages and non-project change activities 	15%
<p>Other</p> <ul style="list-style-type: none"> Assist other team/group members and provide technical support cover for other platforms when required Ensure currency of knowledge and skills by tracking relevant developments through meetings and contact with hardware and software suppliers and peers within the industry and academia, to enable the university to benefit from cost effective innovative solutions consistent with IS strategy Participation in the out of hours on-call service, to protect the University's computing services in the event of systems outages and incidents 	5%

Knowledge, Skills, Qualifications & Experience

	Essential	Desirable
Qualifications/ Education	<ul style="list-style-type: none"> Degree or equivalent in IT-related subject or equivalent relevant experience 	<ul style="list-style-type: none"> ITIL Service Management certificate Industry relevant and recognised technology certification

		<ul style="list-style-type: none"> E.g. MCSA, MCSE, CNA, CNE, CCNA
Skills/Training	<ul style="list-style-type: none"> Competent skill set; Good broad understanding of a number of platforms/products/services/technologies Has over 2 years' recent experience in current versions. Is able to work on and resolve the majority of incidents and routine service requests Excellent analytical and problem solving skills Good all round knowledge of infrastructure technologies supported by other teams within Information Services Ability to work in a team, to deadlines and under pressure and also to work effectively with minimal support, for example, outside working hours Ability to communicate effectively within a large organisation and to build a network of contacts Awareness of current IT legislation Excellent communication, analysis and problem-solving skills Proven ability to prioritise and schedule workloads in the face of conflicting demands The ability to rapidly assimilate and deploy detailed technical knowledge in specialist areas Willingness to travel from site to site within Nottingham and the UK. Excellent customer facing skills 	<ul style="list-style-type: none"> Knowledge of the Higher Education environment Confident presenter, with influencing and negotiation skills Clean Full UK Driving Licence Ability to drive a Light Goods Vehicle (LGV)
Experience	<ul style="list-style-type: none"> Experience in the support, maintenance and configuration of the relevant infrastructure technologies Experience of working within a structured IT Service Delivery Framework Experience of delivering IT services in a complex and large-scale environment Experience of using Service Desk tools and applications within an ITIL environment 	<ul style="list-style-type: none"> Experience of transformational IT change programs Practical experience of designing and implementing solutions for a large distributed organisation

Additional Information

Due to the nature of the Team's remit, flexibility and a broad range of skills, knowledge and expertise are key to responding to the wide variety of problems and incidents that unpredictably occur during the day to day work of the Team. Although the role holder will be based at the Kings Meadow Campus, they will be required to work at other Campus' as required. The University of Nottingham is a global 24hour operation and therefore in order to minimise the impact on the University's day-to-day operations it may be necessary for the role holder, on occasions, to undertake some IT Operational activities outside of the standard working day and at weekends.

Behavioural Competences

Serving the Customer

This is the desire to anticipate, meet and exceed the needs and expectations of customers (internally and externally). It implies working together, building long-term customer relationships and focusing one's efforts on delivering increased customer value.

- Takes proactive action for customers
- Regularly checks out whether customers are satisfied and their expectations are being met;
- Takes customer problems away from them and owns responsibility for solving them;
- Focuses effort on meeting customer expectations even if these are demanding;
- Is proactive and 'goes the extra mile' to help meet a customer's needs

Quality Focus

This is about demonstrating the underlying drive to ensure that quality is not compromised within the working environment. It includes the identification and maintenance of standards to meet the needs of the University, together with a desire for accuracy, order and safety in the workplace.

- Encourages High standards in others
- Acts as a role model to others;
- Ensures quality standards are considered from the outset;
- Talks to others about the need for high standards and quality;
- When working with others, agrees quality standards at the outset;
- Develops systems and procedures to manage data and information and shares these with others;
- Encourages others to check their work against standard operating practice

Problem Solving and Initiative

This is about engaging in proactive behaviour, seizing opportunities and originating action which goes beyond simply responding to the obvious needs of the situation or to direct requests from others. It is coming up with new or different ideas, or adapting ideas from elsewhere in the University or externally. It is concerned with moving the University forward by applying new ideas or old ideas in a new way to generate solutions and approaches.

- Generates a range of innovative ideas
- Is open minded and actively seeks opportunities to try out new ideas;
- Takes action in areas for which he/she has no direct personal responsibility;
- Have a record of seizing and driving ideas and opportunities to successful implementation;
- Produces novel ideas to modify procedure and performance;
- Tries to break new ground and be creative when generating solutions;
- Creates innovative working methods to generate new ideas;

- Uses resources creatively and thinks laterally to identify new solutions;
- Has a flexible approach to problem solving;
- Looks beyond the obvious and immediate information when generating solutions;
- Demonstrates resourcefulness in identifying and exploiting trends and developments

Communicating with Clarity

This is about the ability to impart accurate information (both verbal and written) in a timely way and be receptive to other peoples' opinions. It is also about sharing information across University boundaries and externally. At the higher level, it is about making University communication and understanding with other bodies outside the University more effective;

- Communicates in an engaging and proactive manner
- Shows a genuine interest in other people's views;
- Is always approachable and receptive;
- Openly shares information;
- Adapts communication style to suit a variety of audiences;
- Understands who will be affected by an issue/ change in approach and ensures all stakeholders are kept informed/ communicated to appropriately;
- Relays management and University policy and information with conviction, support and authority

Collaborating with Others

This competency implies the intention of working co-operatively with others, to be part of a team, to work together as opposed to working separately or competitively. For this behaviour to be effective, the intention should be genuine. Team work and co-operation may be considered whenever the subject is a member of a group of people functioning as a team. This competency emphasises activity as a member of a group (rather than as a leader); e.g. reflects a peer supporting their group rather than a leader managing the group;

- Solicits input from others
- Consults other members of the team on joint matters;
- Asks others for their ideas and opinions and works together to form decisions and plans;
- Values, calls upon and utilises the experience and expertise of colleagues;
- Willingly learns from other team members

Planning, Organising and Flexibility

This is about adopting a methodical approach to work. It involves planning and organising oneself and others in order to deliver work and prevent future problems. This includes the ability to adapt and change plans as the requirements of the situation change.

- Plans ahead and adapts
- Involves others in planning activities;
- Shifts resources to ensure delivery;
- Monitors and manages staff skills and competence to ensure sufficient resources are available to meet expectations;
- Assesses time and resources needed for projects or activities;
- Develops practical and realistic plans that ensure efficient use of resources;
- Plans how to deal with peaks and troughs in workload over time;
- Draws up contingencies and adapts plans as necessary

Critical Information Seeking

Critical information seeking requires a selective approach to gathering information aimed at getting the really crucial pieces of information. The ability to seek out information based on an underlying curiosity or desire to know more about subject area, University issues, people, and

the sector. It includes asking questions that go beyond what is routine, in order to 'dig' or press for exact information. Critical information seeking is essential for making sure your decisions are firmly grounded in reality, and that they are the best they can be;

- Personally investigates
- Identifies and talks to the most appropriate people possessing information relevant to a problem;
- Carefully prepares and checks details for key events, presentations etc;
- Understands and evaluates numerical data, tables, charts or graphs to find information;
- Asks a variety of people to gather different perspectives or ideas;
- Takes time to personally find out more e.g. visits other departments or locations;
- Asks a range of open questions to solve and understand a particular issue or problem;
- Goes out to investigate a situation and to look for reasons as to why something happened;
- Follows up incomplete or inadequate answers to pin down facts;
- Doesn't wait to be told - finds out what they need to know

Drive for Results

Success is not just about following the rules. We need people committed to making the University a success. 'Drive for results' is the enthusiasm and desire to meet and exceed objectives, University targets and improve one's own performance. It is about being frustrated with the status quo, wanting to improve the way we do things and making it happen. At a higher level it is about calculated risk taking in the interest of improving overall University performance;

- Sets and works to meet stretching goals
- Actively seeks ways to improve current methods, systems, processes and procedures;
- Questions whether all current activities are necessary to maintain high productivity and quality;
- Looks beyond past results to set challenging but realistic goals for performance improvement for self or team;
- Systematically monitors and reviews progress against performance;
- Makes best use of diverse talents, technology and resources to deliver results;
- Determines whether results have been achieved;
- Connects activity to impact and results

Embracing Change

This is about the ability to make changes to the way you work, adapting to changing circumstances in the University by accepting new and different ideas and approaches. It includes the ability to sustain performance under conditions of rapid change. At higher levels, it is concerned with supporting others through change and having the willingness and ability to enable changes to take place in the most productive way;

- Implements change
- Helps others to understand the reasons for the change;
- Communicates change in a clear and helpful way;
- Anticipates others' resistance to change and is proactive in reducing this;
- Involves others early in the change implementation process to increase commitment and reduce defensiveness;
- Provides input on a regular basis to keep people informed and up-to-date

Innovation and Creativity

This is about creating and identifying novel approaches to address challenging academic, technical or commercial situations and problems. It is about coming up with new or different ideas, or adapting ideas from elsewhere in the University or externally. It is concerned with

moving the University forward by applying new ideas or old ideas in a new way to generate solutions and approaches. At the higher levels it is about thinking laterally and creating new concepts;

- Makes connections, patterns and encourages a creative environment
- Identifies the similarities and differences between current and past situations;
- Looks at information and sees patterns, trends and missing pieces;
- Is prepared to 'have a go' at trying new ways of doing things or others' ideas;
- Questions currently accepted ways of doing things;
- Imports good ideas from similar situations both in the University and externally;
- Thinks in terms of options when identifying solutions