



Job title	IT Operations Support Engineer	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Digital & Technology Services	Location	Kings Meadow Campus

Purpose of role

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.

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.

Working within the Enterprise Operations Team to maintain availability and quality of central computing systems and services for the university. This includes monitoring central IT systems/ services, providing first line, second line and third line (as appropriate) support in the event of systems failing to bring systems back on line as soon as possible.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Platform Ownership – Backup & Restore: Perform the role of Platform owner for one or more platforms as defined by the organization. For this particular role this is a specialism in Backup & Restore: <ul style="list-style-type: none">Act as Service Owner / primary point of contact for the Restore ServiceAssume the lead on Data Continuity and Data Retention workWork with stakeholders to define and document the service, ensuring it is fit-for-purpose and aligned with DTS strategies and roadmapsEnsure the service is delivered to agreed SLAs/KPIs	30%
2	Platform Support	50%

	<p>Plan and implement service change, maintenance, upgrades and replacements as required to meet UoN requirements, ensuring that changes are properly assessed technically and implemented in accordance with Change Management procedure:</p> <ul style="list-style-type: none"> ▪ Liaise with the users, IT Service Desk, Service Management, Digital Campus Services and external suppliers regarding issues identified or incidents raised ▪ Provide support (install, configure, administer, maintain, backup, repair and service improvements) for a range of IT Infrastructure related technologies, platforms, products and services ▪ Take a lead role in major incident and problem resolution when required ▪ Assist in the budgeting process to identify necessary spend for hardware, software, licences and maintenance as required 	
3	<p>Business Continuity & Performance Monitoring:</p> <ul style="list-style-type: none"> ▪ Agree an appropriate Backup regime and provide first line, second line and expert support of the Backup & Restoration of UoN central systems and departmental servers/data (where applicable) to ensure business continuity in the event of systems failure, aligned with UoN Data Retention Policies ▪ Undertake regular and robust performance monitoring: <ul style="list-style-type: none"> - Monitor Performance and usage of services - Report as required on success/failure of backups & restores - Investigate failed backups and rescheduling as appropriate - Schedule ad-hoc backups as required - Plan and implement - Test restores ▪ Systems maintenance / Patching ▪ Perform a trouble-shooting function ▪ Proactively identify, triage and escalate issues, or potential issues, impacting services 	10%
4	<p>Project Delivery:</p> <ul style="list-style-type: none"> ▪ Provide technical support for project work packages/non-project change activities 	5%
5	<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 DTS 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 ▪ Provide support and mentoring to other less experienced team members and deputise for others in the team as required 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Good broad understanding of a number of platforms/products/technologies, including: <ul style="list-style-type: none"> o VEEAM – Installation, configuration and management o Backup & Restore technologies o SQL Database Administration o Networking, Ethernet, fibre channels o Installations, configuration, maintenance of virtual and physical tape libraries, storage devices and servers o Using Windows Client O/S ▪ Excellent analytical/problem solving skills ▪ Good all round knowledge of infrastructure technologies ▪ Ability to work in a team, to deadlines and under pressure and also to work effectively with minimal support, e.g., 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 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 between sites within Nottingham/UK and work at other campuses ▪ Excellent customer facing skills ▪ Willingness to take responsibility for Platform and Services in a global context 	<ul style="list-style-type: none"> ▪ HP Data Protector Installation ▪ Replication Technologies ▪ Backup Infrastructure sizing and specification ▪ MS SQL ▪ Confident presenter, with influencing and negotiation skills ▪ Configuration Management
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience managing Active Directory ▪ Experience managing Windows Server Operating System ▪ Proven problem-solving capability often requiring remote diagnosis ▪ Experience in the support, maintenance and configuration of 	<ul style="list-style-type: none"> ▪ Working in a Data Centre environment ▪ Practical experience of designing and implementing solutions for a large organization ▪ Knowledge of the HE environment ▪ Hold a full UK driving licence ▪ Unix/Linux Operating System

	<p>the relevant infrastructure technologies</p> <ul style="list-style-type: none"> ▪ 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 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Degree or equivalent in IT-related subject or equivalent relevant experience and/or extensive work experience in roles supporting servers and client systems 	<ul style="list-style-type: none"> ▪ ITIL Service Management certificate ▪ Industry certification, e.g. MCSA, MCSE, CNA, CNE, CCNA



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people	Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
Taking ownership	Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
Forward thinking	Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
Professional pride	Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
Always inclusive	Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others



