

## University of London Job Specification

**Job Title:** Senior Systems Administrator – Windows/VMware

**Department:** CoSector – ULCC

**Section:** Infrastructure Services

**Level:** Level 08 (AMP)

<b>Job Purpose:</b>	Support & development of infrastructure & application systems providing services to University of London Computer Centre customers	
<b>Job Content:</b>	Percentage breakdown of time spent on each duty or on a related group of duties	%
<ol style="list-style-type: none"> <li>1. Assist and make recommendations in the planning and development of the technical infrastructure &amp; managed hosting service. 15</li> <li>2. Involvement with the day to day operational running of services to ensure they achieve published performance levels 30</li> <li>3. Responsibility for specific projects for ULCC &amp; its customers run in accordance with the established ULCC project management methodology 15</li> <li>4. Responsibility for technical input related to service provision for projects within their level of expertise 15</li> <li>5. Involved with the design &amp; specification of new projects 5</li> <li>6. Provision of technical input to new &amp; existing project teams for service provision at ULCC 5</li> <li>7. Responsibility for the production of reports and documentation as required for service provision 5</li> <li>8. Involvement with the production of documentation and procedures to ensure ULCC retains ISO9000 accreditation 5</li> <li>9. Responsible for advising upon, and maintaining of, the security of ULCC services including networks &amp; servers 5</li> <li>10. Any other duties consistent with both the grade and scope of the post.</li> <li>11. Any other duties reasonably required of the post holder by the Delivery and Operations Manager following consultation</li> </ol>		

<b>Reports to:</b>	Delivery and Operations Manager	
<b>Responsible for:</b>	No staff assigned but would oversee work performed by other administrators as needed	
<b>Additional demands of the role:</b>	You will be expected to join the out of hours support team once you have proven knowledge of our systems: <a href="http://www.london.ac.uk/4875.html">http://www.london.ac.uk/4875.html</a>	

## Person Specification

### EXPERIENCE & PERSONAL QUALITIES

#### *Essential:*

- Previous experience supporting computer systems in a service delivery environment
- Previous experience in working in a similar customer / student facing role.
- Excellent customer focus skills and excellent telephone manner
- Able to be pro-active and problem solver
- Able to take a diplomatic and patient approach
- Excellent attention to detail
- Commitment to work and the relevant goals and objectives

### TECHNICAL KNOWLEDGE & SKILLS

#### *Essential:*

- Good practical and theoretical understanding of the range of technical architectures in existence, especially Linux (predominantly RedHat), Windows Server (2008, 2012), VMware 5.5 and above
- Good working knowledge and theoretical understanding of computer networking including IP networking, routing protocols and network security.
- Good practical and theoretical understanding of mainstream applications including Apache, Tomcat, Java, Oracle, MySQL, LDAP, Shibboleth, IIS, MS-SQL
- Good practical understanding and theoretical knowledge of mainstream programming languages including Perl, shell scripting, PHP, Java, PowerShell
- Ability to communicate with users at the appropriate level for the user
- Good communication skills both in oral and written form
- High ability to relate with customers and manage expectations to levels that can be met

### EDUCATION & PROFESSIONAL QUALIFICATIONS

#### *Essential:*

- No specific requirements

COMPETENCY REQUIREMENTS		
<u>Competencies</u>	<u>Essential</u>	<u>Desirable</u>
Proactivity and planning	C	D
Working collaboratively with others	C	
Organisational commitment	C	
Resilience	C	
Problem solving and decision making	C	D
Creativity and innovation	C	
Customer focus	C	
Interpersonal understanding	C	D
Striving for excellence	D	
Self-development and commitment to learning	C	
Leadership	B	
Performance Management	B	
Adapting to change	C	
Managing resources	B	C
Commercial Awareness	C	
ULCC specific: *		
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.</p> <p>For further information on each of the competencies and relevant levels, please refer to the University's Competency Model <a href="http://www.london.ac.uk/5258">http://www.london.ac.uk/5258</a></p>		