Job Description

Senior IT Systems Administrator

Grade: 7 £35,965 - £43,470 per annum inclusive of London Allowance

Reference: 1856293

Department: Electronic and Electrical Engineering

FTE: 1

Reports to:
IT and Systems Manager.

The postholder will also work closely with other departmental technical teams, academics, research and administrative staff, research students and UCL ISD.

Main purpose of the job

The Department of Electronic & Electrical Engineering is looking to appoint a highly competent Senior IT Systems Administrator to provide front line IT support to staff and students within the department. The role will involve supporting the departmental service desk and maintaining a good quality of service in the departmental computing lab. In addition the post holder will respond to all IT support requests and queries from staff and students as well as maintaining and supporting all departmental research IT systems and networks.

The post-holder will provide installation, repair and support for IT and computer hardware and software within the department in order to deliver up-to-date and stable computing facilities for all staff and students.

This involves the support of desktop computing services, printing, storage and specialist computing facilities for teaching and research, both hardware and software. The role holder will also be responsible for advising and conducting IT purchasing within the department. The role holder will work with service support providers (both internal and external) to address performance and functionality issues.

Duties and responsibilities:

Perform general systems installation, administration, and maintenance of central infrastructure and other more specialised systems, in increasingly virtualised environments.

- Assist in the installation and support of various systems to include desktop PCs, servers, printers, scanners, network equipment and software applications.
- Monitor, plan and coordinate the distribution of client/server software and service packs.
- Make recommendations for new equipment and services to purchase.
- Perform on-site and occasional remote technical support.
- Assist in the organisation and inventory of all hardware and software resources.
• Create and maintain good technical documentation.
• Connect equipment to the departmental network in accordance with departmental policy and UCL rules/regulations.
• Provide stable network facilities for all members of the department and monitor network activity and anomalies with a view to network stability.
• Monitor and respond to virus issues.
• Help to resolve any software or hardware problems that may arise.
• Follow existing internal processes and procedures, such as those involving strict change management and quality assurance.
• Deal with issues relating to network security and system security compromises and carry out constant computer/network supervision and policing.
• Report malicious activity to the relevant persons.
• Provide advice to academics, researchers and students on using IT facilities.
• Liaise with suppliers in order to provide cost effective but efficient hardware solutions.
• Provide informal supervision of postgraduates, visitors and staff on specific uses of computer systems, hardware and software.
• Provide extensive training for less computer literate members of staff.

Develop scripts and small programs to automate system management tasks and data manipulation.

• Create scripts and programs or revise existing scripts and programmes for the automation of tasks.
• Work independently and creatively to devise solutions.

Implement recommended measures to ensure that the security of systems is maintained.

Proactively take measures to keep systems secure.

• Day to day incident response.
• Take actions to resolve complex issues.

Problem diagnosis and resolution, involving liaison with staff in other groups and departments of College, and external suppliers and support agencies.

• Work to own initiative to resolve complex technical issues.
• Open and escalate calls with external suppliers and support agencies.

Keep up to date with software and hardware developments relevant to the job.

• Keep abreast of developments in appropriate technical fields.
• Renew and re-focus expertise in line with market changes.
• Share technical expertise with team

Physical installation of computing hardware into industry standard 19-inch racks, correctly addressing cable management issues and other established standards.

• Lift and handle equipment and work in confined spaces within datacentre environments.

Backup administration and management.

• Oversee day-to-day operation.

Liaison with external suppliers.

• Specify and request quotes for equipment.
• Undertake research to identify new products and make recommendations.
General

- To actively follow UCL policies, including Financial and Purchasing regulations, Equal Opportunities and Race Equality policies.
- To maintain an awareness and observation of fire and health and safety regulations.
- To carry out any other duties commensurate with the grade and purpose of the post as requested by the IT and Systems Manager, Technical Services Manager, Head of Department and Departmental Manager.
## Person specification

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<thead>
<tr>
<th>Criteria</th>
<th>Essential or Desirable</th>
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<tr>
<td><strong>Qualifications, experience and knowledge</strong></td>
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<tr>
<td>A degree in Computing /IT or a relevant subject or equivalent professional experience.</td>
<td>Essential</td>
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<td>Demonstrable knowledge and practical experience of administering Windows and Unix based server operating systems in a service environment.</td>
<td>Essential</td>
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<td>Practical knowledge of operating system installation and maintenance technologies.</td>
<td>Essential</td>
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<td>Practical knowledge of Directory &amp; Authentication technologies, including Active Directory and LDAP.</td>
<td>Essential</td>
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<tr>
<td>Demonstrable knowledge of the principles of TCP/IP networking, including familiarity with common Internet protocols (e.g. HTTP, SMTP, LDAP, SFTP/SSH, etc.) and associated client software.</td>
<td>Essential</td>
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<td>An understanding of and commitment to working within the legal framework associated with the use of computers, specifically with regard to the dissemination of corporate, personal and sensitive information.</td>
<td>Essential</td>
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<td>Familiarity with use of common software applications e.g. e-mail and office software.</td>
<td>Essential</td>
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<td>Ability to work effectively in a team environment, sharing knowledge and skills and developing productive working relationships.</td>
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<td>Practical experience of administering Linux desktop and server services</td>
<td>Essential</td>
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<td>ITIL experience or qualifications.</td>
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<td><strong>Skills and abilities</strong></td>
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<td>Demonstrable ability and willingness to work as part of a team and independently as appropriate.</td>
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<td>Demonstrable ability to work in a pressurised environment with conflicting priorities, ensuring that deadlines are met and single points of failure are avoided.</td>
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<td>Experience of the installation of network hardware, network patching, configuration and troubleshooting.</td>
<td>Essential</td>
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<td>Experience of installation, maintenance, fault diagnosis and repair of computer hardware</td>
<td>Essential</td>
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<tr>
<td>Experience of the configuration and setup of computer software and operating systems</td>
<td>Essential</td>
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<td>Experience of incorporating web, email, directory and authentication software etc. onto production systems.</td>
<td>Essential</td>
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<td>Familiarity with configuration management tools e.g. Puppet, KACE, etc</td>
<td>Desirable</td>
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<td>An ability to write scripts and/or small utility programs, (e.g. Unix Shell, PowerShell, Python or PERL).</td>
<td>Desirable</td>
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<td>Familiarity with OpenLDAP</td>
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<td><strong>Personal attributes</strong></td>
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<td>Excellent communication skills with an ability to explain technical issues to non-specialists together with a strong customer focus.</td>
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<td>Experience in customer care with an ability to respond to user demands in a tactful and friendly manner</td>
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<td>Logical approach to problem solving</td>
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<td>Commitment to high standard of work and attention to detail.</td>
<td>Essential</td>
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About UCL and the Department of Electronic Engineering

University College London (UCL) was founded in 1826 as the third university in England, after Oxford and Cambridge. UCL is the first university in England to admit students of any race, class or religion, and the first to welcome women on equal terms with men. UCL is organized into 11 constituent faculties, within which there are over 100 departments, institutes and research centres. UCL has 983 professors and more than 7000 academic staffs who are dedicated to research and teaching of the highest standards. Its student community is almost 36,000, the largest in the UK. There are 29 Nobel Prize winners and three Fields medalists amongst UCL’s alumni and current and former staff. UCL is the top rated university in the UK for research excellence (REF2014). It has a strong tradition and large knowledge base in medical research with a dedicated institute on Healthcare Engineering and 10+ hospitals. UCL has world-class support for researchers and has been voted the best place for postdoctoral researchers to work for consecutive years by The Scientist magazine. The main campus of UCL is located in central London, close to British Museum, West-End and Thames River.

The Department of Electronic and Electrical Engineering at UCL was established by Professor Sir Ambrose Fleming in 1885 and has a very strong research culture, state-of-the-art research equipment and facilities, and a very rich history of many fundamental research achievements in electronic and electrical engineering. The department has received top ratings in every UK research evaluation carried out to date.

Further information regarding UCL may be found at:
www.ucl.ac.uk/

Information about the departments may be found at:
www.ucl.ac.uk/eee

How to Apply

Interested applicants are encouraged to make Informal enquiries about the post to Lee Heagney at l.heagney@ucl.ac.uk

All applications should be submitted via UCL online recruitment system at the following link:
http://www.ucl.ac.uk/hr/jobs/

Job Reference: 1856293

If you have any queries regarding the application process please contact Vicky Coombes - v.coombes@ucl.ac.uk quoting reference 1856293