

Job Description

Job Title:	Science and Technology, Server Support Technician
Job Ref:	SCT298
Campus:	Hendon
Grade:	Grade 7
Salary:	£38,206 - £43,887 per annum, including Outer London Weighting
Period:	Permanent
Reporting To:	Technical Manager

Role Summary

The post holder will be a subject matter expert and provide support across all departments within the Faculty. The Faculty of Science and Technology operates at the cutting edge of new technology and scientific instrumentation and requires high calibre technical staff to support developments taking place in the curriculum and research. The post-holder will contribute to the work of a team of technical staff, ensuring that the Faculty can provide an effective and efficient environment to support research and teaching. This will be done through providing technical expertise and guidance to academic programmes to enable students to achieve their academic goals, also through support of academic colleagues and involvement in research. The post-holder will be responsible for server administration and security (Unix, Linux, Windows and other operating systems)

Roles operate with a degree of autonomy within the parameters of relevant research or academic programmes to contribute from a technical perspective.

Job Purpose

To provide technical subject matter expertise to support the server infrastructure and security provision across the Faculty, technical expertise to enable academic programme delivery for teaching and supporting research. Assist with all technical duties to support students and facilitate learning.

Main responsibilities

Learning, teaching and research

- To provide a high level of expertise in supporting server infrastructure, various system administration and security compliance.

Teaching delivery

- Liaise with academics and central facilities to provide infrastructure to support teaching & research

Teaching commitment

- Assist with open days, fieldwork and outreach activities outside of the University.
- Represent the technical team in relevant internal meetings to link technical activities to academic planning

Technical

Administration and resource co-ordination

- Lead the management, control and operation of technical systems that enable research and learning
- Oversee day to day technical delivery to ensure it meets quality and safety requirements.
- Contribute to the effective operation of the IT server Infrastructure, supporting Faculty activities (e.g. ensuring that maintenance contracts for equipment are current and updated as appropriate, planning maintenance visits, liaising with external companies to repair and maintain equipment appropriately and in a timely fashion).
- Perform administrative duties to support technical operations, stores inventory, risk assessment, standard operating procedures, codes of practice and guidance notes for relevant laboratory procedures etc).

Training and induction

- Induct new students and staff into facilities, providing training on all aspects of their use including health and safety.

Health and safety

- Take delegated responsibility across a technical discipline or technical area

Customer service

- Resolve complex technical enquiries: may require development of a programme of activity leading to changes to the existing technical infrastructure.

Projects

- Design and lead independent investigation (eg. to test and develop new equipment, infrastructure, software or materials)
- Deliver projects which impact broadly on academic or research programmes, contributing to project design.

Expertise development

- Scan the external environment to identify best practice developments within the technical area that support the development of the academic or research programme.

Undertake other activities, as required and commensurate to the grade.

Appropriate training will be provided to support the role and offer career development.

Hours: 35.5 hours per week for 52 weeks per annum; actual daily hours by arrangement. Some flexible working involving weekend or evening work will be required.

Leave: 25 days per annum plus six extra University days taken in conjunction with Bank Holidays.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

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Person Specification

Post Title: Science and Technology, Server Support Technician

Selection Criteria:

Education/Qualifications

Essential: Educated to degree level in Computer Science or a relevant technical subject, or have considerable experience in a relevant technical role, demonstrating equivalent graduate skills.

Desirable: A PhD qualification in a relevant technical or scientific discipline.

Desirable: Industry related qualifications.

Experience:

Essential: Experience of Windows Server/Linux/Ubuntu/RHEL system administration in a multiuser environment.

Essential: Experience with virtualization technologies, Wmware, Vsphere

Essential: Networking: TCP/IP, DNS, HTTP & SSL & web servers

Essential: Experience with DB management, storage solutions and backup procedures

Desirable: Understanding of legal frameworks relating to IT Information systems and cyber security.

Knowledge:

Essential: Knowledge of the application of specialised practical methods and techniques, work procedures and processes relevant to the discipline.

Desirable: Knowledge other operating systems, eg: Windows, Apple

Skills

Essential: Hands on experience with network configuration and network management.

Essential: Effective organisational skills and attention to detail with the ability to work independently and prioritise tasks

Desirable: Hands on experience with cloud computing technologies e.g OpenStack

Desirable: Working with HPC (High Performance Computing) and or Bioinformatics IT systems

Working with others

Essential: Ability to work collaboratively, and constructively with other technical staff and university colleagues to enhance student experience

Health and Safety

Desirable: Knowledge of Health and safety legalisation

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon Campus please ensure you can commute without using a car.

Information on public transport to Hendon can be found here:

http://www.mdx.ac.uk/campus/campuses/docs/Hendon_campus_map.pdf

We offer an interest-free season ticket loan, interest-free motorbike loan, and bicycle and motorbike parking and changing facilities.

We value diversity and strive to create a fairer, more equitable work environment for our staff and students.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

Flexible working applications (including part-time working) will be considered.

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

What Happens Next ?

If you wish to discuss the job in further detail please contact. If selected for interview, you will hear directly from someone in the School/Service/Campus, usually within 3 weeks of the closing date. If you do not hear from us you may assume that your application was unsuccessful.