JOB DESCRIPTION

Department:	**IT Services**
Job title:	**Senior Systems Administrator – Linux and Windows**
Post Grade:	**8**
Reporting to:	**Systems Manager**

Summary of Responsibilities:

1. To work with other Systems Administration staff providing support for platforms and services which fall within the remit of the Systems Administration team.

2. Along with other Systems Administration staff, be responsible for ensuring the availability, security and stability of services through monitoring, maintenance, automation, change management, participation in incident management, and continued input to constructive thought around how best to improve our services.

3. To actively participate in the migration of services to relevant Service Providers (external or internal) as identified by the business needs of the University.

4. To contribute to the development of standards documentation and procedures documentation including relevant technical documentation.

5. To provide expertise in the field of Windows administration, taking responsibility for the windows estate in regards to ensuring uptime, performance, application support, configuration best practice, and the development of procedures which can be shared with other Systems Administration staff. Management of Office365 tenancies including provisioning of services from Office365.

6. To participate in the migration of Linux services to the most appropriate platform as defined by the business needs of the University.

Main Tasks:

1. Ensure the efficient operation of the Windows server infrastructure, including but not limited to, the hardware and operating system of all production, test and development environments.

2. Support and develop core infrastructure applications and services.

3. Contribute to the definition and implementation of Service Delivery strategy.

4. To undertake the routine monitoring of the performance of Windows server infrastructure components for trouble shooting, pre-emptive problem identification and capacity planning purposes.

5.   To liaise with other Information Services and IT Service Delivery staff on issues relating to the Windows server infrastructure.

6.   To undertake any other tasks reasonably requested by line management.

Key Performance Indicators:

- Systems Uptime.
- Proactive risk management.
- Line manager's satisfaction and feedback from other members of the RHUL IT team, customers and strategic partners on:
  - Communication.
  - Quality of work.
  - Speed and effectiveness.
  - Prioritisation
  - Quality of collaboration and relationships.

Policy & Process:
- Ensure best practice is followed throughout.
- Ensure all applicable RHUL policies, procedures and working practices are adhered to.

Management and Interpersonal Skills:

- Ability to develop a service culture.
- Ability to manage expectations and meet aggressive deadlines.
- Ability to plan forward and to analyse possible outcomes.
- Energy and enthusiasm, "Can do" attitude – good team work.
- Drive to succeed and deliver.
- Verbal & written communication skills across broad business spectrum.
- Strong Problem management and problem solving skills.
- Good interpersonal and consultative skills.
- Good time and resource management skills.

Key Personal Attributes

- Corporate responsibility and values.
- Focuses on customer and quality delivery.
- 'Can do' attitude.
- Engages collective effort across the organisation.
- Enabling individual commitment and ownership.

Working Hours

- During the week: Monday – Friday 9:00 to 17:00, flexible working arrangements as agreed with line manager.

- Bank holidays or w/e: Subject to a mutual agreement between the jobholder and their line Manager

September 2015