



JOB DESCRIPTION

Department:	IT Services
Job title:	Junior Systems Administrator – Linux and Windows
Post Grade:	7
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, ensure the availability, security and stability of services through monitoring, maintenance, and automation, and change management, participation in incident management in line with process and industry best practice.
3. To contribute to the standards documentation and procedures documentation including relevant technical documentation in line with process and industry best practice.
4. To provide skills in the field of Linux and Windows administration.
5. 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. Adhere to guidelines around the efficient operation of the Unix/Linux and Windows server infrastructure, including but not limited to, the hardware and operating system of all production, test and development environments.
2. Support 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 Unix/Linux and 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 Unix/Linux and Windows server infrastructure.
6. To undertake any other tasks reasonably requested by line management.

Key Performance Indicators:

- Systems Uptime.
- 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

March 2016