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| **Job Family: Estates and Information Infrastructure Services** |
| **OUR CHARACTERISTICS: We are welcoming, collegiate and inclusive.** **OUR VALUES: We are motivated, inquisitive, challenging, rigorous and innovative.** |

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| **Durham University**Durham University is one of the world's top universities with strengths across the Arts and Humanities, Sciences and Social Sciences. We are home to some of the most talented scholars and researchers from around the world who are tackling global issues and making a difference to people's lives. The University sits in a beautiful historic city where it shares ownership of a UNESCO World Heritage Site with Durham Cathedral, the greatest Romanesque building in Western Europe. A collegiate University, Durham recruits outstanding students from across the world and offers an unmatched wider student experience.Durham University seeks to promote and maintain an inclusive and supportive environment for work and study that assists all members of our University community to reach their full potential. Diversity brings strength and we welcome applications from across the international, national and regional communities that we work with and serve.It is expected that all staff within the University:* Contribute to our learning culture by engaging in mentoring, training and coaching.
* Positively contribute to fostering a collegial environment; as well as demonstrating commitment to equality, diversity and inclusion.
* Have due regard to Health and Safety requirements appropriate to grade and role.
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| **Family key attributes**Roles in this family manage and maintain the integrity of University buildings, estates and information services. |

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| **Overall family purpose*** Ensure safe, sustainable and fit for purpose buildings, internal and external environments in and on which to conduct University business.
* Liaise and engage with stakeholders across the University to identify and plan infrastructure projects to update and improve services and facilities.
* Align services to meet organisational strategic and operational objectives.
* Design new, adapt existing and implement services, working with external contractors and suppliers.
* Manage and monitor systems, mechanisms and processes to ensure compliance with internal and external regulations.
* Implement procedures to ensure safe and secure buildings, facilities, estates and information networks.
* Design and construct real and virtual test environments to ensure the most fit for purpose technology and services are available to underpin University business needs.
* Manage technology driven services and third-party platforms to underpin teaching, learning, research and administrative activities across the University.
* Engage with external suppliers, contractors, manufacturers and developers to ensure the highest-standards and quality of buildings, estates and information services.
* Work collaboratively and network across the University with staff in other families to ensure a smooth, timely and high-quality delivery of service.
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| **Link to key strategic plan*** An economically sustainable approach to delivering infrastructure services across the University;
* Develop an academic estate that will allow the University to deliver world-class education, research and student experience;
* Ensure the long-term availability of suitable residential accommodation;
* Ensure the continuing renewal and maintenance of our estate;
* Improve the environmental sustainability and ease of travel around our estate and city locations;
* Support and facilitate a first-rate digital learning environment and experience on a par with the best in the UK;
* Running and ongoing development of a first-rate digital learning environment on a par with the best in the UK;
* A stakeholder-focused orientation, offering satisfying careers to all staff;
* Ensure that an increasingly diverse workforce is treated equally, fairly and with respect, and that all staff are demonstrably valued and actively engaged.
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| **Job Family: Estates and Information Infrastructure Services** |

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| **Job Reference Number:** | xxxxxxxx |
| **Job Title:**  | Senior Assistant (Linux) |
| Department:  | Computing and Information Services |
| **Responsible to:**  | Head of Infrastructure  |
| **Grade:** | Grade 3 |
| **Salary range:** | £17,079 - £18,688 per annum |
| **Contract type:** | Full Time (35 hours) Fixed Term (12 months) |
| **Working arrangements:** | Monday to Friday, 9am-5pm |
| **Closing date:** | xxxxxxxx |

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| **The Department and role purpose** The Computing and Information Services (CIS) has an annual operational budget in the order of £10m, multi-million pound programs of change within year, and approximately 140 staff who are predominately based at the Durham University campus. The Senior Leadership Team report directly to the Chief Information Officer with the following portfolios: Strategy and Change; Operations; and Information Systems. CIS provide academic, teaching and administrative services across the organisation that underpin the day-to-day activities of the whole organisation.Recent infrastructure improvements include investment in a new network backbone, including new cable runs throughout the city to all of the Universities core buildings, new scalable user facing storage, and a new hosting environment. Corresponding business led investment also continues to be made with a new Oracle Enterprise Resource Planning suite, investment in research administration, and maximising the breadth of opportunities available to the University through Office365, alongside numerous other important initiatives. CIS is a friendly, but demanding department, where much is expected and can be achieved by competent, self-motivated individuals who are demonstrable in their team work ability.The post holder will be a member of the Infrastructure teams specialising in Linux technologies and will be required to work within a matrix management team structure. They will be expected to work outside normal office hours, as and when required. As a member of the Linux team you will be expected to provide assistance in developing new and innovative solutions to meet the Universities strategic goals as well and providing support and continual service improvement throughout there lifecycle.  |

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| **Core responsibilities:**1. Plan and organise own workload with or without involvement with project work streams.
2. Assist with support, problem solving and query handling
3. Reactive and proactive service provision with others to deliver an excellent stakeholder experience.
4. Build relationships internally within the team and with other colleagues to exchange knowledge and information.
5. Monitor incident call queues taking ownership of incidents and providing detailed updates.
6. Take an active role in day to day decision making within own area of responsibility for operational aspects of service delivery, translating external requirements into practical application and advice.
7. Implement and monitor recognised procedures to ensure compliance and meet University values of inclusion, diversity and participation.
8. Contribute to business meetings, working groups and committees to help shape service delivery and stakeholder expectations
9. Demonstrate self motivation
10. Engaging positively with appraisal processes by seeking, accepting and acting upon feedback
11. Be organised by keeping track of a number of projects running simultaneously
12. Distinguishing between important and urgent tasks and prioritising effectively, even from apparently equal demands
13. Maintaining a high standard of work even under pressure
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| **Role responsibilities:**1. Contribute to the support and development of LINUX/UNIX services including the installation, configuration and upgrade of infrastructure and services for the University, covering staff and students.
2. Take part in discussions with IT colleagues across the University to understand end-user requirements and assist with and resolve IT issues in relation to LINUX/UNIX services.
3. Assist in the Development and support the LINUX Managed Desktop system.
4. Research and keep abreast of emerging LINUX/UNIX technologies anticipating changes in technical delivery and identifying effective technical solutions.
5. Assist in the development of new service areas appropriate to the University.
6. Assist in the scoping and planning of changes and upgrades
7. Help in the development and provision of end user support documentation.
8. Meet deadlines and problem solve in a pressured and complex technical environment, ensuring service and operational levels are met and adhered to.
9. Assist in supporting university staff and students with technical solutions.
10. Support colleagues in the team to ensure projects and day to day activities are delivered.
11. Ensure knowledge sharing within the team.
12. Promotion and adoption of a service-led culture within IT.
13. Within scope of the placement, solve problems and make decisions quickly and communicate them clearly to other IT staff, academics and researchers within the University, using non-technical language as appropriate to the audience.
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| **Specific role requirements**1. Working hours will require all members of the team to provide working hours flexibility to cover 8am to 6pm plus occasional support for events outside of these hours and at weekends. As such 9am to 5pm is indicative.
2. Working outside normal office hours, including responding to significant incidents.
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| **Person specification - skills, knowledge, qualifications and experience required** |
| **Criteria** | **E** | **D** | **Evidence of meeting the criteria** |
| Possess or be actively pursuing a degree in IT or equivalent subject  | ✓ |  |  |
| ITIL Foundation  |  | ✓ |  |
| Proven experience of effective communication with technical and non-technical audiences  | ✓ |  |  |
| Comprehension of the requirements for the provision of technical solutions covering LINUX/UNIX services.  |  | ✓ |  |
| Experience working in an IT operational role/team  |  | ✓ |  |
| A good understanding of the definition of service and operational standards, and provision of relevant documentation and training for LINUX/UNIX systems  |  | ✓ |  |
| Proven experience working with a problem management, bug tracking system and/or source code repository  |  | ✓ |  |
| The ability to understand end user requirements and translate them into business solutions.  |  | ✓ |  |
| The ability to produce technical documentation that accurately describes a solution for review | ✓ |  |  |

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| **Role specific Criteria** | **E** | **D** | **Evidence of meeting the criteria** |
| A good understanding of LINUX/UNIX operating systems  | ✓ |  |  |
| An understanding of Linux Configuration management (Puppet)  | ✓ |  |  |
| High levels of self-motivation, initiative and ability to promote and demonstrate a flexible 'can do' attitude  | ✓ |  |  |
| Proven experience deploying and/or operating LINUX technologies such as RedHat, LAMP Stack, LVM | ✓ |  |  |
| Demonstrable technical problem-solving skills  | ✓ |  |  |
| A basic understanding of Networks (Vlans, protocols, ports, routing etc)  | ✓ |  |  |

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| **Realising Your Potential Approach** |
| **Essential behavioural attribute** | **Realising Your Potential Approach text**  | **Evidence of meeting the criteria**  |
| **Working Together:** Working co-operatively with others in order to achieve objectives. Applying a wide range of interpersonal skills. | Monitoring and reviewing the effectiveness of working relationships |  |
| **Providing Leadership And Direction:** Seeing the work that you do in the context of the bigger picture and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. | Standing by considered decisions even if they prove unpopular  |  |
| **Finding Solutions:** Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. | Taking time to understand and diagnose problems by considering the whole picture |  |
| **Achieving Results:** Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. | Work effectively in order to meet deadlines |  |

**Recruiting to this post**

In order to progress to the assessment stage of the recruitment process, candidates must evidence each of the essential criteria required for the role in the person specification above (including the Realising Your Potential Approach). It will be at the discretion of the recruiting panel as to whether they will also consider the desirable criteria but we would urge candidates to provide evidence for all criteria.

Please note that some criteria will only be considered for those candidates who proceed to the assessment stage.

It is both anticipated and required that candidates applying for this role will meet the criteria in italic font. Candidates must provide suitable evidence to satisfy the panel that they meet all of these requirements, however it is not anticipated that these criteria will be separately scored as part of the shortlisting process (they will be marked yes or no).

Where a criterion is marked with an asterisk\*, the University consider this to be a key requirement for this post and it may therefore receive additional weighting when applications are scored during shortlisting.

**Please ensure that you complete all of the criteria and submit the grid above or your application cannot proceed to the next stage.**

**How to apply**

We prefer to receive applications online.

Please note that in submitting your application Durham University will be processing your data. We would ask you to consider the relevant University Privacy Statement <https://www.dur.ac.uk/ig/dp/privacy/pnjobapplicants/> which provides information on the collation, storing and use of data.

**What you are required to submit**

A CV;

The person specification and RYPA grids which you may copy into a separate document if preferred for completing and submission.

A covering letter which details your experience, strengths and potential in the requirements set out above.

**Contact details**

For further information please contact

Andrew P Walley – Head of Infrastructure (Computing and Information Services)

andrew.walley@dur.ac.uk

At Durham University, our aim is to create an open and inclusive environment where everyone can reach their full potential and believe our staff should reflect the diversity of the global community in which we work.  We welcome and encourage applications from members of groups who are under-represented in our work force including people with disabilities, women and black, Asian and minority ethnic communities.

***We will notify you on the status of your application at various points throughout the selection process, via automated emails from our e-recruitment system. Please check your spam/junk folder periodically to ensure you receive all emails***