

GENERIC ROLE PROFILE

Job Title:	Platforms & Infrastructure Engineer (Linux & Mac)
Grade:	G7
School/Division:	IT Services
Location:	Shawcross, University of Sussex
Responsible to:	Platforms & Infrastructure Manager
Direct reports:	n/a
Key contacts:	Platforms & Infrastructure Manager Senior Platforms & Infrastructure Engineer Senior Infrastructure Engineer - Research Head of Networks & Infrastructure

Role description:

The Platforms and Infrastructure Engineer (Linux and Mac) will support and maintain an extensive portfolio of Linux and Mac services, technologies, related storage and server platforms and integrated management software. They will be responsible for securely managing and monitoring services, ensuring we deliver a seamless environment and experience for all our staff and students.

They will provide expert advice and insight within relevant specialist area to help to address problems, make recommendations and propose improvements to maximise efficiency and effectiveness.

PRINCIPAL ACCOUNTABILITIES

- Provide objective and expert information, advice, and guidance for managers within the organisation on improvements to services and activities related to a specific area of expertise.
- Assess queries and potential issues, identifying options and recommending solutions, liaising closely with relevant operational teams.
- Support the implementation of improvement solutions through planning and project management.

KEY RESPONSIBILITIES

- Develop and maintain effective relationships across the organisation to engender confidence and trust in the advice provided at all stakeholder levels
- Provide advice to managers on best practice based on regularly updated knowledge within own area of expertise.

- Through close collaboration with the relevant management team, identify and document the specific issue or query to be investigated. Provide coaching and guidance at leadership level to help to articulate and research the problem or issue presented.
- Monitor and analyse Key Performance Indicators, to assist in the identification of risks, errors, problems, and improvement opportunities
- Identify options and make recommendations to address or improve problem areas.
- Provide expertise and support in understanding the impact of the recommended action and help to build plans for implementation
- Support managers within the relevant area on the production and maintenance of project plans for solution implementation and ensure that these are shared with key stakeholders
- Lead the design and delivery of support materials for implementation plans where appropriate
- Where required, deliver coaching and training to develop capabilities in line with required improvements.
- Work closely with relevant teams across the organisation encouraging sharing of best practice and collaboration in improving processes and procedures.
- To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

Dimensions

- This role does not have any budget responsibility.
- This role does not have any line management responsibility.
- This role will have responsibilities for equipment or premises [see essential role-specific criteria item 1]
- The post holder reports to the Platforms & Infrastructure Manager, working under general direction within a clear framework the post holder will manage their own work to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to university policy, procedure, and guidance in relation to those compliance matters in respect of students, staff, and other relevant parties.
- Balance effectiveness and cost-efficiency in support of budgets, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Of graduate calibre with relevant professional qualification or experience, as appropriate to the discipline (see role-specific criteria below)
2. Effective planning and organisational skills, including project management.
3. Well-developed interpersonal skills with the ability to quickly build rapport with the ability to effectively influence other in area of expertise, effectively contribute to team working
4. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries, with the ability to present complex ideas in a way that can be understood by most employees
5. Ability to work flexibly within a small team and on own initiative.
6. Competent IT skills to effectively manager own workload – MS Suite. Experience using functional databases.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Strong knowledge of configuring, securing, hardening, operating, and monitoring infrastructures, platforms, operating systems and supporting services based on Linux (e.g., Ubuntu, CentOS) and MacOS and their current variants.
2. Strong knowledge of securely configuring and operating standard Linux and Mac service applications, related services, and middleware e.g.: SELinux, Apache, tomcat, Puppet, MySQL, Linux mirrors, RPM / DEB packaging, security patching, etc.
3. Strong knowledge of securely managing, troubleshooting, and monitoring standard Linux and Mac processes, protocols, and integrations e.g.: DNS, DHCP, SMTP, TCP/IP, SAML, LAN routing and switching (using Bash, Perl, Python, Ruby scripting, etc.).
4. Strong knowledge of Linux and Mac client endpoint management, imaging, deployment, and patching (e.g., Cobbler and Munki).
5. Experience securely operating, monitoring, and maintaining large storage platforms and VMware virtualised compute infrastructures.
6. Knowledge and experience of supporting Business Continuity and Disaster Recovery planning and operations, and the development of associated technical documentation related to service.
7. Extensive, general IT knowledge gained in a hands-on service-oriented role and ITSM processes.
8. Knowledge of Agile delivery methodologies

DESIRABLE CRITERIA

1. Two years' experience in a similar role.

2. Two years' experience working in a university or similar environment.
3. Knowledge of configuring, monitoring, and managing cloud-based platforms, tools, and services, e.g., Azure VMs and associated services etc.
4. Knowledge of DevOps toolsets, service automation & integration software and productivity technologies, for example: Ansible, YAML, Azure DevOps Services, GitHub, Containers, Kubernetes, Oauth, JIRA, CI/CD etc.
5. Working knowledge of information security principles and related practices. E.g., including ISO27001 and Cybersecurity Essentials plus.