

Job Description

Job Title	Senior Server and Storage Specialist		
Grade	9	Directorate/Faculty	Finance, Infrastructure and Human Resources
Department	Technical Platforms	Reports to	Technical Platforms Manager
Direct reports	None	DBS Requirement	n/a

Job purpose

IT services is at the heart of delivering digital services to over 20,000 students and 2,000 staff. Our vision is for IT to be a valued business partner to the University and improve the level of service provided to our student and staff community.

Having a strong technical background in Server, Storage and Cloud technologies, you will contribute to the strategic direction, design and overall management of the University Server and Storage and Backup Technology stack ensuring they are in line with the wider IT strategy. Ensuring a highly available, reliable, quality and secure services are delivered across the wider University and its campuses.

You will be part of a team of engineers building solutions across the University.

Service areas will include:

- Server management and provisioning (Physical, Virtual)
- Windows operating systems
- Linux operating Systems
- Storage (Physical, Virtual and Cloud);
- Data Centre operations
- Service Monitoring and Management Systems
- Backup
- Automation and programming
- Anti-malware, security and compliance within the context of the above environments

As a member of a team of Server, and Storage specialists you will help to define, develop, enforce, and maintain standards for all related services/technology to ensure the continual development and improvement of these services. Establishing effective communications with IT Services and the wider University to ensure services are fit for purpose.

Role & Responsibilities

- Contribute to the operational and strategic direction of the Technical Platforms team and where appropriate Technical Services and IT Services as a whole.
- Work within a team of highly skilled Server Storage Specialists, ensuring agreed priorities and targets are met to ensure high quality services are delivered
- Work alongside subject matter experts to assist with managing and maintaining the on-premise VMWare environment,
- Contribute to the evaluation of technical designs and architectures in line with architectural best practice, such as the well-architected framework.
- Working with the wider IT department and Faculties/Schools you will act as a key contact in guiding the planning and implementation of new systems, and upgrades of existing systems.
- Lead the identification, evaluation, and testing of new tools and other technologies that can be used to improve the current environment, enhance productivity, and reduce costs.
- Working with the Service Delivery team you will ensure all changes and new developments of services communicated and implemented in accordance with the University's change control policies
- Ensure the implementation of new technology aligns with the IT and organisational strategy.
- Review and make recommendations for implementing backup and recovery policies
- Assist with capacity planning for all areas contained within the role and make recommendations for changes and upgrades.
- In liaison with the Technical Platforms Manager develop and maintain forward looking roadmaps and plans that support the functional department's strategy and tactical initiatives.
- Support effective technology and service operational functions in line with ITIL best practice
- Be responsible for all systems testing to ensure the smooth transition into live service.
- Ensure services provided support local and specialist IT requirements and are to agreed service levels and standards, providing expert knowledge, advice and guidance as required.
- Working with the Technical Platforms Manager, develop SLAs ensuring they are in place and that services are delivered in an efficient and effective manner.
- Assist the Technical Platforms Manager in making financial decisions enabling delivery of changes and provision of services in line with business requirements ensuring cost effectiveness and value for money.
- Support the identification of service improvements to ensure that new services/solutions are fully supported once transitioned into the live environment.
- Assist the Technical Platforms Manager in contributing to the development of and ensuring IT security best practice, standards and policies are enforced and monitored to ensure compliance.
- Keep abreast of developments in IT Systems, Infrastructure and related technologies and support the development of an applications roadmap.

- Provide reports and management information for the operational management of the function to ensure that key objectives are achieved.
- Knowledge of and compliance with Health & Safety policy and legislation, applicable to this role
- Ensure that IT Services are compliant with internal and external policy, commercial agreements and law.
- Represent ITS at meetings and events.
- Deputise for the Technical Platforms Manager or colleagues as required.
- You will be required to participate in the IT Out of Hours Incident Management arrangements.

General Line Management Responsibilities- if applicable

- *n/a*

Direct Reports- if applicable

- *n/a*

General Requirements

All Kingston University Staff are expected to demonstrate and work towards developing the Values Framework:

- **Ambitious:** To pursue excellence for oneself, the University, and our communities
- **Inclusive:** To value the diversity of students and staff, treating them respectfully
- **Innovative:** To apply new methods or ideas to facilitate progress
- **Enterprising:** To recognise and act on opportunities

The postholder must always carry their responsibilities with due regard to our policy, organisation and arrangements for Health and Safety at Work.

It is your responsibility to carry out your duties in line with our EDI policy and strategy and be sensitive and caring to the needs of others, promoting a positive approach to a harmonious working environment.

You must promote and safeguard the welfare of students/ staff that you are responsible for or come into contact with.

Please note that job descriptions cannot be exhaustive, and the postholder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Person Specification

Knowledge and Qualifications	Essential	Desirable
Educated to degree level in an IT related subject or equivalent relevant experience.	x	
ITIL V3 Foundation or equivalent relevant experience.		x
Knowledge and understanding of the concepts, technologies, and advantages of cloud computing.		x
Understanding of the well-architected framework and cloud architecture best practice.		x
Practical experience of deploying and managing cloud resources using IaC, with associated programming skills. In particular Ansible.		x
Knowledge of Cloud and cluster technologies, in particular AWS.		x
Extensive knowledge of Server technologies including physical and virtual servers	x	
Knowledge of programming languages and proven ability deliver code independently		x
Experience of working with highly technical specialists to deliver high quality services across a large user base environment	x	
Knowledge of Operating System deployment and management including Windows Server, Linux / GPFS	x	
Experience of VMWare technologies including VCenter, vSphere, HA/DRS.		x
Understanding of server management and monitoring tools e.g. Nagios, SolarWinds and similar monitoring software	x	
Practical Knowledge of SAN/Storage technologies		x
Knowledge of SQL Server infrastructure		x
Knowledge of IT backup standards, policies and procedures with experience of implementing these within a large user environment	x	
Demonstrable experience of managing data centre environments specialising in server and storage technologies		x
Knowledge of Enterprise and Infrastructure Architecture standards.		x
Good operational knowledge of server firewall configuration and server security/hardening	x	

Skills & Competencies	Essential	Desirable
Ability to solve complex logical problems, with experience of network and system issues.	X	
Excellent written and oral communication skills and influencing skills.	X	
Self-motivated, with the ability to work under pressure and take ownership of problems, organize, prioritize and monitor own work and others to meet deadlines whilst maintaining standards.	X	
Able to adopt project based methodology and ethos.	X	
Proven experience of leading and managing projects	X	

Important Working Relationships

All necessary stakeholders required to deliver exceptional service, including but not limited to:

- CIO
- Technical Platforms Manager
- Head of Technical Services
- Head of Service Delivery
- Cyber Security Manager
- Other IT Services staff as required.
- Faculty Deans/Heads of Departments and their staff at all levels
- Directorate Heads and their staff at all levels
- Consultants from external software and service suppliers