

Vacancy ref: 5642

Office of the Registrar
IT Services
JOB DESCRIPTION

Title:	Senior Systems Engineer - Subject Matter Expert (Linux)
Grade:	Grade 8
Salary:	£48,337 - £59,390 per annum
Hours:	Full time
Contract Length:	Permanent
Reporting to:	Section Leader
Location:	Exchange Station, although staff may be asked to work in any location within the University. Mobility between locations will be subject to the exigencies of the service.
Job Summary:	The post holder will provide technical assistance with the design, delivery, administration, optimisation, and strategic development of the Linux and VMware platforms that underpin the University's on-premise infrastructure services. Assisting the technical lead for these environments, the post holder will be responsible for ensuring the delivery of secure, resilient, scalable, and high-performing production services that meet the needs of both IT Services and the wider University community. A strong focus on platform security is essential, including Linux operating system hardening, vulnerability management, security compliance, and the implementation of industry best practices. The postholder will provide expert guidance on the evolution of Linux and VMware services, ensuring the infrastructure remains current, secure, cost-effective, and aligned with both business requirements and industry best practice The role requires the support of operational service delivery, driving continual service improvement and optimisation while maintaining high standards of availability, performance, and reliability. The post holder will combine strong strategic awareness of emerging technologies, industry trends, and market developments with the ability to translate these into effective roadmaps and service enhancements that align with organisational objectives. It is essential that IT Services staff work together as a team to provide a co-ordinated, customer-focused approach to service delivery. A comprehensive and cohesive IT service will be delivered in line with university and IT Services strategies and directives, as communicated by senior management. The skills and resources of all staff may be utilised across the department as necessary. The services will be delivered and measured against a set of agreed standards and targets. It is vital that a flexible approach to working hours is

	maintained and an understanding that the exigencies of the service dictate that working out-of-office-hours when required is an essential part of the role.

Duties:

1. **Role Specific Responsibilities**

- Support the design and management of the underlying technologies and maintain a very high degree of expertise in the university's mission critical Unix systems and services ensuring they are capable of delivering the service required to agreed standards by the University. These include but are not limited to:
    - Disk virtualisation and file system management
    - Unix file share management
    - LDAP authentication
    - Unix firewalls.
    - Complex shell scripting.
    - Virtual infrastructure
    - Backups
- Assist with all aspects of maintenance and development of virtualisation hosting technologies.
- Ensure that the security, integrity and viability of all IT services are maintained.
- Be responsible for maintaining appropriate disaster recovery and business continuity strategies for the services under your technical remit which meet the recovery time and point objectives as defined by the university.
- Ensure that robust backup procedures are developed, documented and adhered to for all systems.
- Ensure that any software or system defects are identified, resolved and fully documented as quickly as possible.
- Assist with the installation, configuration, management and development of corporate systems, applications and database software
- Undertake root cause analysis on recurring issues to eliminate underlying problems, informing management and custodians as appropriate.
- Take responsibility for the patching, updating, firmware updates, antivirus and security of the physical and virtual Unix infrastructures.
- Have an in depth understanding of both the university's academic and administrative lines of business and use this to assist in devising innovative ways of further integrating and/or automating all aspects of IT services with the goal of producing a high quality, cost effective, seamless user experience for all members of the university.
- Support the University's printing strategy – developing Unix and database print queues that allow automatic printing from corporate systems.
- Take ownership of all system and infrastructure problems as appropriate. Use advanced troubleshooting techniques to ensure a resolution or workaround is found in a timely manner.
- Liaise and work with representatives of external organisations, support and development partners and other teams both inside and outside IT Services ensuring an integrated approach to the delivery of IT systems, services and any problem resolution activities.
- Liaise and collaborate with key stakeholders on system installation, maintenance, upgrades and problem resolution, whilst minimising disruption.

- Keep abreast of IT developments in general. Identify and evaluate new technologies reporting back to the IT Services management on their appropriateness and when necessary, manage their introduction.
- Ensure that all scripts are documented to agreed standards and correctly backed up.
- Use the university's helpdesk system to record changes, manage incidents, problems and service requests in accordance with service management initiatives.
- Formulate processes and procedures for adoption by the university designed to realise maximum benefit from the computing infrastructure.
- Advise management on adherence to licensing conditions as appropriate.
- Assist in the professional development and provide technical guidance to other members of the section.
- Represent IT Services on internal and external bodies as required.
- Deputise for senior colleagues as necessary.

2. ITS Responsibilities

The responsibilities listed below are intended to describe the general nature of the role at that grade. The balance between the elements in the role may change or vary depending on the specific needs at a point in time or due to changing priorities in the department/section.

Communication, Liaison and Networking

- Communicate concepts, ideas and/or complex information which is highly detailed, technical or specialist and enables the target audience to engage with the information.
- Assess or conduct analysis, presenting results and putting forward recommendations, creating collateral that is used to shape meaningful investment, operational or change decisions.
- Have significant interaction with external organisations on specialist technical matters.

Team Development, Teamwork and Motivation

- Those with line management responsibilities will lead a team and manage its resources and delivery, conduct performance reviews and identify staff training requirements. Will be proactive in identifying single points of failure and implement plans to cross-skill colleagues across all teams.
- Those without line management responsibility will operate as an individual responsible for the organisation and/or operation of specialised technical work, to meet departmental objectives.

Service Delivery

- Generate original ideas and innovative solutions and/or new techniques/experimental designs, applying specialist knowledge and expertise as appropriate.
- Monitor and review service delivery within own area of responsibility and contribute to/implement improvements and modifications as required.
- Provide a range of specialist support activities within established procedures/ processes to maximise service quality, efficiency and continuity.

- Advise management on adherence to licensing conditions as appropriate.

Planning / Organising Resources and Decision Making

- Take a leading role in projects and changes to operational provision which are complex and significant in terms of time and financial resources.
- Contribute to the budgetary planning process, identifying resources required to deliver the objectives of own team or of an assigned area of the University.
- Advise on the impact of policy changes in area of expertise and assist in the development of strategic plans.
- Be a key catalyst for developing and implementing change on behalf of business customers.
- Execute technical changes in the production environment that have a material impact on core services used by staff and students.

Vision, Skills & Experience

- Apply expertise to resolve long-term complex problems and to generate innovative ideas.
- Apply specialist knowledge to operationalise innovation, so that ideas become business solutions suitable for an enterprise environment.
- Develop systems and processes, considering multiple factors and analysing complex data.
- Identify and manage risks to enable effective project and service delivery. Be involved in complex and detailed investigations and analyses, where conclusions and recommendations will be required.
- Consider security a key aspect of the role that will be actively designed into all developed and supported services. Contribute to the security offering from the area of specialism and to the wider set of defences across the entire University.
- Interpret/implement University rules, policies and procedures relevant to the role, providing detailed/technical advice and guidance to others and engaging colleagues to contribute to solutions.

3. LJMU Responsibilities

- Deputise for your line manager as and when required
- Represent IT Services on internal and external bodies as required.
- Any other duties commensurate with the grade as deemed necessary by senior ITS management.
- A commitment to LJMU's values and regulations and Diversity and Inclusion Policy.
- Commitment to adhere to and promote the ethos of Respect Always as set out in the Respect Always Charter.
- Liverpool John Moores University recognises and is aware of its Social, Economic and Environmental responsibilities. The post holder is required to minimise the environmental impact in the performance of the role, contribute to (and supervise if applicable) the implementation of environmental improvement measures and actively contribute to the delivery of LJMU's Environmental Management, Energy Management and Sustainability Policy Statement, and the Climate and Sustainability Plan.
- The post-holder's mandatory Health and Safety responsibilities, which have been agreed by the University's Executive Leadership Team, are contained in Section 2 of the University's Safety Management Code of Practice (MCP1) Organisation for the

Implementation of the Health and Safety Policy. The post-holder's mandatory Environmental Management responsibilities are contained in Section 2 of the University's Environmental Management Code of Practice (ECP1) Organisation for the Implementation of the Environmental Management and Sustainability Policy.

- For some of your activity, from time to time, you may be required to contribute to externally funded projects such as research or EU projects.

November 2026

Person Specification

The person specification describes the skills, experience, knowledge and aptitude required to perform the duties of this post effectively. The criteria order listed should not be taken to imply their relative importance. Both paid and unpaid experience may be relevant.

Essential Factors	**Evidence**
In depth knowledge and experience of the Linux implementation, administration, architecture, management and automation	A, I
In depth expertise in Linux security, including OS hardening, vulnerability mitigation, and security best practices	A, I
Knowledge and administrating experience of a VMWare environment	A, I
In depth expertise in Linux security, including OS hardening, vulnerability mitigation, and security best practices	A, I
Possess strong risk management skills with the ability to proactively identify and mitigate infrastructure risks	A, I
Possess excellent analytical and problem-solving skills with the ability to develop innovative solutions to complex technical challenges	A, I
In depth knowledge of relevant trends and recent developments within the IT industry.	A, I
Ability to effectively and proactively manage risk associated with IT infrastructure provision.	A, I
Ability to liaise and negotiate effectively with various external bodies, both suppliers and other public sector organisations	A, I
Ability to work alone and as part of a team, and to get involved in broader department development initiatives	A, I
Excellent problem-solving skills, with the ability to think creatively and develop optimal solutions for a variety of problems	A, I
Excellent communication skills including the ability to convey complex technical ideas to non-technical staff and to liaise with staff at all levels of the University.	A, I
Commitment to LJMUs values and regulations, including the Diversity and Inclusion Policy	A, I

Desirable Factors	**Evidence**
Experience of other Enterprise HyperVisor products	A, I
Experience of HPC (High Performance Compute)	A, I
Experience of PAM systems (Privilege Access Management)	A, I
Knowledge of Oracle and SQL Server databases and applications	A, I
Experience of working in an Enterprise IT or HE environment.	A, I
Knowledge of Ansible	A, I
Knowledge of git/gitlab	A, I
ITIL accreditation	A

A = Application I = Interview P = Presentation T = Test C = Certificate

BENEFITS OF WORKING FOR US

Financial benefits: Competitive salaries based on a low contractual 35 hour working week.

7.1% employer pension contributions for non-academic staff enrolled in the Local Government Pension Scheme (LGPS). This is a temporary reduction from the previous rate of 17.5%, effective from April 2026, following the Fund's triennial review. The reduction reflects the Fund's current surplus and improved financial position. This does not affect your pension benefits, which are determined by LGPS scheme rules rather than the level of employer contributions.

28.68% employer contribution to pensions for teaching staff enrolled into the Teachers' Pension Scheme (TPS).

Work life balance: Excellent annual leave provision.

30 days for support staff and 35 days for staff and senior managers grade 8 and above.

8 UK bank holidays and up to 5 University closure days between Christmas and New Year.

Family friendly policies and a range of benefits to support including job-shares, flexible working hours and part-time roles where possible.

Health and wellbeing: Regular wellbeing support initiatives throughout the year.

Access to a trained counsellor via Employee Assistance Programme (EAP).

Plus a programme of activities and range of support and resources to help look after your mental and physical wellbeing.

Career Benefits: Continuous development opportunities to enhance your knowledge and meet your career ambitions, including LinkedIn Learning.

Making a difference: LJMU Climate Action - be at the forefront of initiatives to tackle climate change.

Share experiences and challenge unfair practices with our Diversity and Inclusion Staff Networks.

Opportunity to volunteer at graduation ceremonies, clearing and open days.

Discounts and other benefits: A reward and benefits platform, giving savings on day-to-day purchases across a range of retail outlets.

Interest free loans repayable across twelve monthly instalments, including loans for annual travel season tickets and cycle to work scheme.

Massively discounted gym and fitness classes at the **University Sport Building.**