

JOB DESCRIPTION
Systems Administrator
Vacancy Ref: A2116

Job Title: Systems Administrator	Present Grade: 7
Department/College: ISS	
Directly responsible to: LUNS Operations Manager	
Supervisory responsibility for: n/a	
<p>Other contacts</p> <p>Internal:</p> <ul style="list-style-type: none"> LUNS staff, LUNS Executive Director, ISS staff and in particular the Technical Infrastructure Group; University HR and Finance departments. <p>External:</p> <ul style="list-style-type: none"> LUNS customers, prospective customers and suppliers. 	
<p>Purpose:</p> <p>The day-to-day management and operation servers used to provide services to internal and external customers. The troubleshooting and resolution of faults escalated by the operations desk and if necessary escalate to 3rd party providers or the internal development team.</p> <p>Major Duties:</p> <ol style="list-style-type: none"> Installation and maintenance of systems owned or managed by LUNS. This includes elements such as servers, switches, routers, monitoring and management elements and dedicated devices (IP cameras and similar). Development of new systems infrastructure, as directed. Provision of 2nd/3^d line support for the company, troubleshooting hardware and software problems, ensuring prompt rectification of support calls. Provision of technical advice to customers and partners of LUNS to support them in the making of strategic and business decisions, as appropriate. Liaison with vendors and other third parties to design, specify, and manage the delivery of services. Evaluation and testing of new technologies, as directed. Attendance and reporting to appropriate internal and external meetings. Travel may be 	

required to meet these commitments.

8. Contribute to the writing of disaster recovery processes and documentation, and the development of resilient and disaster survivable network services
9. To act as technical lead for a number of projects or services as assigned. When designated as technical lead the role-holder shall perform the following additional functions:
 - Act as principle point of contact for stakeholders of the service.
 - Conform to any Project Management procedures in place at the time.
 - Develop and maintain documentation and procedures relating to the configuration, maintenance and use of the service.
10. Such other duties appropriate to the grade as may be directed by the Company's Board or nominated representatives.

Undertaking any other duties as required by the Operations Manager consistent with the grade of the post.