1 Advertisement

Post Title: Platforms & Infrastructure Engineer (Linux)
School/department: IT Services
Hours: Full time
Requests for flexible working options will be considered (subject to business need).
Contract: Permanent
Reference: 10054
Salary: starting at £35,333 to £42,155 per annum
Placed on: 15 November 2022
Closing date: 13 December 2022. Applications must be received by midnight of the closing date.
Expected Interview date: to be confirmed
Expected start date: as soon as possible

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton. With staff and students from over 100 countries, we are a diverse and innovative environment, and one of the highest performing universities in the world. We are also a major local employer, with a revenue of over £320m per year and over 3,000 employees.

Led by an award-winning Chief Digital Transformation Officer and inspirational leadership team, we are now embarking on an ambitious programme of transformational change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. Put simply, whilst we are already a highly successful organisation and business, the University will be a very different world in years to come and achieve levels of performance and digital delivery as yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

We are moving to an agile world and need to take the organisation on the same journey; to be sector leading and to deliver a model of digital delivery fit for the coming years. As this programme gains momentum, we need more people to join us as we unpick our challenges and legacy systems and move towards meeting our potential.

A critical part of this is the modernisation and replacement of our legacy networks, including major civils to replace physical infrastructure, our Cyber Security Plus programme, and moving our data centres to the cloud. Reporting into the Platforms & Infrastructure Manager, the Platforms & Infrastructure Engineer (Linux), will be a key member of the IT Services Team and play a crucial role in the ongoing digital transformation journey.

The Platforms and Infrastructure Engineer (Linux) will support and maintain an extensive portfolio of Linux 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.

Not only do we offer flexible and remote working, a vibrant atmosphere, use of our incredible facilities, benefits, and an amazing pension; but we are offering the opportunity to be part of a transformation that will see us set the benchmark for a model of digital delivery in the HE sector.

For further information contact Michelle Richardson at michelle.richardson@sussex.ac.uk

For full details and how to apply see our vacancies page

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2.   The School / Division

IT Services delivers a wide range of digital services to users across our Campus and beyond. Our Chief Digital Transformation Officer, Jason Oliver, is now tasked with shaping the strategic initiatives and strategies that will secure a successful and sustainable future for the institution, where digital technology and mobile platforms will increasingly transcend physical and geographical boundaries providing opportunities for the transformation of our students' and staff lives.

IT Services is organised into four main teams, delivering services through an evolving agile service management and delivery model:

The **Digital Engagement** team are primary changes agents working to transform our business processes and systems, to nurture the relationships between IT Services and its stakeholders, and helping us to understand and develop the ambitions for our use of digital technologies in education, research, student services and university administration.

The **Strategy and Architecture** team ensure our strategies, technologies, security and standards support our digital aspirations whilst planning the replacement, upgrades and improvements to our technologies and systems, ensuring that they are aligned and prioritised around the University's strategic plans and objectives.

The **Infrastructure** team work to define, modernise and automate our underlying platforms and network ensuring that they are optimised to meet the needs of the diverse communities across the University, to continue our journey to the cloud and to advance our approaches to ubiquitous connectivity across our campus.

The **Operations** team work across the research, teaching, professional services and student groups to manage our product areas, develop and integrate our platforms and applications, and support our communities to ensure outstanding service provision across the operational activity of IT Services.

3.   Job Description

Job Description for the post of: Platforms & Infrastructure Engineer (Linux)

Department: IT Services

Section/Unit/School: Infrastructure

Location: Shawcross, University of Sussex

Grade: 7

Responsible to: Platforms & Infrastructure Manager

Responsible for: n/a

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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.

4.   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 RedHat) and their current variants.

2. Strong working knowledge and experience of Identity and Access Management services and protocols.

3. Strong knowledge of securely configuring and operating standard Linux service applications, related services, and middleware e.g.: SELinux, Apache, tomcat, Puppet, RPM / DEB packaging, security patching, etc.

4. Strong knowledge of securely managing, troubleshooting, and monitoring standard Linux processes, protocols, and integrations e.g.: DNS, DHCP, SMTP, TCP/IP, SAML.

5. Knowledge of DevOps toolsets, service automation & integration software and productivity technologies, for example: Ansible, YAML, Azure DevOps Services, GitHub, Oauth, CI/CD etc.

6. Strong knowledge of Linux client endpoint management, imaging, deployment, and patching (e.g., Cobbler).

7. Experience securely operating, monitoring, and maintaining large storage platforms and VMware virtualised compute infrastructures.

8. Knowledge and experience of supporting Business Continuity and Disaster Recovery planning and operations, and the development of associated technical documentation related to service.

9. Extensive, general IT knowledge gained in a hands-on service-oriented role and ITSM processes.

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., VMs and associated services etc.

4. Working knowledge of information security principles and related practices. E.g., including ISO27001 and Cybersecurity Essentials plus.