1 Advertisement

**Post Title:** Systems Engineer (Microsoft & Security)

**School/department:** IT Services

**Hours:** Full-time or part-time hours considered up to a maximum FTE of 37.5 hours

Requests for flexible working options will be considered (subject to business needs)

**Contract:** Fixed Term (12 months)

**Reference:** 6414

**Salary:** Starting at £34,304 to £40,927 per annum, pro rata if part time

**Placed on:** 9 August 2021.

**Closing date:** 26 August 2021. Applications must be received by midnight of the closing date.

**Expected Interview date:** TBC

**Expected start date:** As soon as possible

The University of Sussex has embarked on a digital transformation journey that will impact every member of our community.

Building on the University’s unique heritage and as part of our Sussex 2025 Strategic Framework, IT Services is embracing new technologies and fostering a culture of innovation.

We are seeking an accomplished and enthusiastic Systems Engineer to manage and promote secure best practice use of our Microsoft estate, infrastructure and essential services that benefit the experiences of our students and staff.

This is an outstanding role and you will be working in a technically hands on capacity, proactively maintaining our rigorous security posture.

Collaborating closely with our project and security teams you will support our cyber accreditations, ensuring our customers achieve maximum benefits from our platforms and applications. Great technical and people skills will be key to success.

We are a community of over 18,000 students and 2,100 staff. Our beautiful green campus is situated on the edges of the South Downs National Park and within easy reach of the vibrant city of Brighton and Hove.

Please contact Richard Booth (r.booth@sussex.ac.uk) for informal enquiries

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

Please find further information regarding the school/division at IT Services: Professional Services: Schools and services: University of Sussex

3. Job Description

Post title: Systems Engineer (Microsoft & Security)
Professional Services unit: IT Services
Location: Shawcross, University of Sussex
Grade: 7
Responsible to: Infrastructure Team Manager
Key working relationships: IT System Engineers, Application Developers, Integrators, Project Managers, Service Owners, Security Teams.

Purpose of the post

The Systems Engineer (Microsoft & Security) plays a key role in the University’s ongoing digital transformation journey. They will be a key member of the IT Services team, supporting the University’s objectives and ambitions in line with the Sussex 2025 Strategic Framework and University values.

Collaborating closely with colleagues and other IT project and security functions, the role will support and maintain an extensive portfolio of Microsoft services, Windows 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.

Acting as a subject matter expert (SME) they will configure, deploy and maintain our security posture, ensuring we achieve our accreditation aims by closely supporting our Cyber project and Security team initiatives. They will identify, define and deploy improvements, enhancements and innovations that meet evolving requirements.

The role will act as an escalation point for technical, security and incident queries and will regularly provide enquiring, enthusiastic support and advice to our stakeholders.

They will use the standard IT Service Management application to independently organise their daily work, ensuring they exceed customer focused KPIs. Agile work practices and productivity tools will be used to deliver and support large work packages that meet our strategic project and compliance needs.

They will be motivated and ambitious, working on their own initiative, proactively seeking opportunities to develop technically and improve customer relationships.

<table>
<thead>
<tr>
<th>Key Responsibilities</th>
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<tbody>
<tr>
<td>1. Proactively and securely configure, harden, deploy, monitor, support and manage platforms, infrastructure, software, integrations and applications across the University service estate, both on site, at remote locations and in the cloud, as</td>
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</tbody>
</table>
indicated in the Person Specification.

2 Provide experience-based recommendations to operational colleagues and other teams on best practice approaches to effective and secure service administration, configuration and management.

3 Collaborate with ITS colleagues and our broader stakeholders (e.g. ITS Project Managers, Cyber team, Test Engineers and suppliers) to deliver agreed project work.

4 Own project work packages to implement and deliver solutions and manage change using the ITS change framework.

5 Proactively, use own knowledge, judgement, research and collaboration with team colleagues to rapidly respond to technical incidents that impact University services and seek to implement preventative measures to avoid recurrence within agreed KPIs.

6 Attend, contribute and where appropriate lead, technical meetings, agile ceremonies, project meetings and other broader staff consultation opportunities, actively providing advice and support in a constructive fashion.

7 Collaborate with team colleagues and other Professional Services teams to resolve customer incidents and fulfil Service Requests within agreed KPIs, and to promote ‘one team’ working ethic.

8 Use agile methodologies and supporting tools, in combination with more traditional structured approaches and governance, to deliver work packages and business change.

9 Independently manage own time to ensure delivery of outcomes against agreed deadlines, across a diverse and changing portfolio of cyber related project work and operational, and management assigned tasks.

10 Review technical and management reports to understand team and personal performance KPIs. Contribute to the preparation of reports as requested.

11 Engage and support suppliers and vendors to ensure their work is delivered to the highest of standards, minimising and mitigating any changes that may impact University services.

12 Create and deploy customer communications activities relating to supported services and initiatives, including email, website information, use of social media, broadcast news and other channels.

13 Use own initiative to maintain broad knowledge and technical understanding of ITS services and Broader University support capabilities.

14 Use own initiative to maintain deep IT technical knowledge and skills and in line with ITS technology strategy and role.

15 Train and mentor new and junior members of the team or associated services areas.

4. **Person Specification**

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<tr>
<th>Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Strong knowledge of configuring, securing, hardening, operating and monitoring infrastructures, platforms, operating systems and supporting services based on Windows server architectures.</td>
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<tr>
<td>Strong knowledge of securely configuring and operating standard Microsoft service applications e.g.: Exchange, O365, Teams (and Zoom), ADFS, MS-SQL, FIM, WAP, IIS, print etc</td>
<td>X</td>
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</tr>
</tbody>
</table>
Strong knowledge of securely configuring, operating and monitoring standard Microsoft services, software and other protocols and integrations e.g.: SCCM, AD, DNS, DHCP, SMTP, MDT, TCP/IP, LAN routing and switching, PowerShell etc.

Strong knowledge of Windows client endpoint management, imaging, deployment, patching and power management.

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

Knowledge of configuring, monitoring and managing cloud-based platforms, tools and services, e.g. Azure VMs and services; Microsoft 365 services, Azure AD (IDAM), Security and Compliance, Threat Protection, Device and App Management (Intune), etc.

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

Knowledge of Microsoft ISA or Linux technologies.

Knowledge of DevOps toolsets, service automation & integration software and productivity technologies, for example: Ansible, bash, Python, YAML, Azure DevOps Services, GitHub, Containers, Kubernetes, SAML, OAuth, JIRA, CI/CD etc.

Knowledge of agile delivery methodologies.

Skills

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<tbody>
<tr>
<td>Excellent written, oral and interpersonal communication skills.</td>
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<tr>
<td>Practical and demonstrable end-to-end problem solving skills gained in an IT environment.</td>
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<tr>
<td>Self-motivated and well-organised, capable of working with limited supervision, pro-actively reporting on status and tasks and using judgement to escalate issues for resolution where necessary.</td>
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<td>Demonstrable ability to think holistically and deliver business driven solutions.</td>
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<td>Ability to work effectively in a team environment, sharing knowledge and skills and developing productive working relationships.</td>
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<td>Able to scan, understand and digest technology trends.</td>
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Experience and Qualifications

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<tr>
<td>Significant professional experience in an aligned technical role.</td>
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<td>Educated to degree level or equivalent technical or professional qualifications or equivalent experience.</td>
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<tr>
<td>Experience working in a service-oriented environment with standard service management toolsets and processes.</td>
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<td>Good supervisory skills and ability to provide advice and support to a broad community of technical and non-technical colleagues and stakeholders.</td>
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<tr>
<td>Experience of agile and DevOps principles, working with common services delivery concepts (e.g., Scrum and Kanban) and supporting service delivery software (e.g. Jira).</td>
<td>X</td>
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</table>

This job description sets out expected duties of the post, which may vary from time to
time without changing the general character of the role or the level of responsibility entailed.

Date    July 2021