happy to talk flexible working

1   Advertisement

Post Title: Software Administrator x 2
School/department: IT Services
Hours: Full time
Requests for flexible working options will be considered (subject to business need).
Contract: Permanent
Reference: 8416
Salary: starting at £34,304 to £40,927 per annum, pro rata if part time
Placed on: 20 June 2022
Closing date: 07 July 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.

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. 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.

The Software Administrator will support the day-to-day operation of the applications, products and services that fall within the scope of platform area, providing an escalation point for support activities to University staff and Students, monitoring and maintaining systems, and enabling the delivery of applications services that provide high levels of availability and quality of service.

In this role you will be expected to

- Demonstrate expertise in a range of applications, products and services typically used in a UK Higher Education environment.

- Investigate incidents and problems, and establish and implement approved resolutions and preventative measures.

- Assist with technology and software product selection, contribute to recommendations.

- Liaise with external suppliers, and stakeholders, to plan and implement routine maintenance for applications (such as patching and monitoring) and Business as Usual upgrades.

Please contact Peter O'Rourke, P.ORourke@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

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. Prior to joining Sussex he undertook similar advancements at the Science Museum Group and the Royal Opera House, where he built sector-leading teams and delivered a large-scale transformation agendas resulting in step-changes in organisational culture.

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: Software Administrator

Department: IT Services

Section/Unit/School: Operations

Location: Shawcross, University of Sussex

Grade: 7

Responsible to: Platform Owner

Responsible for: n/a

Job Description

The Software Administrator will support the day to day operation of the applications, products and services that fall within the scope of platform area, providing an escalation point for support activities to University staff and Students, monitoring and maintaining systems, and enabling the delivery of applications services that provide high levels of availability and quality of service.

The Software Administrator will be responsible for the technical maintenance of the applications, products and services within the scope of the platform area.

The post holder will take appropriate action to investigate incidents and problems, ensuring they are fully recorded within the Service Management tool, and establish and implement approved resolutions and preventative measures.

Principal Accountabilities

1	Maintain a high quality, Professional Services, engendering a culture of continuous improvement.
2	Contribute effectively to the operational outputs of the team.
3	Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4	Work in partnership with other key stakeholders to ensure seamless service.

5	Assist with technology and software product selection, contribute to recommendations to ensure the achievement of required business outcomes and project objectives.
6	Work as directed, through all aspects of the ITS Software Development Life Cycle (SDLC), the ITS Helpdesk, coordinating their work with other team members, ITS colleagues and business stakeholders as required.
7	Support, train and mentor junior colleagues as required.
8	Deputise for the Platform Owner as required from time to time.

Key Responsibilities

Core Professional Services Responsibilities	
1	**Departmental Management and Leadership** 1.1 Follow management direction to achieve personal targets and objectives. 1.2 Effective use of resources to achieve targets and objectives. 1.3 Contribute to and follow operational standards, departmental culture and methods of working. 1.4 Participate in the development of others, providing training and coaching in area of expertise. 1.5 Contribute to an ethos of continuous improvement.
2	**Service Delivery** 2.1 Work within overall University policy and procedure to ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of departmental targets and objectives. 2.2 Use the systems and procedures that are in place to support the achievement of key performance targets in area of responsibility. 2.3 Contribute to the development of departmental/functional strategic planning processes. 2.4 Contribute to the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility. 2.5 Ensure appropriate records and documentation are maintained commensurate with policy and procedure. 2.6 Contribute to reports and other communication media internally and externally as appropriate. Contribute to analysis, interpretation and presentation of complex information to inform decisions related to subject area. 2.7 Identify critical issues when resolving problems particularly where there is complex or competing information, using University policy and objectives to inform decisions.
3	**Policy and Procedure** 3.1 Based on a good set of knowledge and experience, interpret policy and procedure, providing advice on the application of policy as required. 3.2 Contribute to the shaping of policy decisions and improvement in area of expertise. 3.3 Follow appropriate governance for area of expertise.

4	**Customers and Stakeholders**
	4.1 Proactively work with internal and external stakeholders, colleagues or students to ensure effective service delivery.
	4.2 Initiate and develop strong working relationships, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.
	4.3 Persuade, influence and negotiate with customers/stakeholders as appropriate to further the objectives of the University.

Role Specific Responsibilities	
5	To receive and handle incidents and requests relating to applications, following agreed service management processes. To respond to customer requests for support by providing information that enables problem resolution.
6	Be responsible for the investigation, identification and resolution of incidents and problems affecting applications. Utilise the Service Management Tool to accurately record and track issues.
7	Escalate incidents and problems to external suppliers, and liaise with their technical support teams to identify appropriate resolutions.
8	Be responsible for the fulfilment of service requests relating to applications. Utilise the Service Management Tool to accurately record and track requests.
9	Liaise with external suppliers to plan and implement routine maintenance for applications (such as patching and monitoring) and Business as Usual upgrades. Work with stakeholders to update existing systems or implement new application services
10	Monitor applications services and take pro-active action to prevent incidents or outages.
11	Ensure that operational and technical documentation relating to software applications is created, maintained, and reviewed regularly to maintain its effectiveness and efficiency.
12	To plan and deliver briefings on new and amended applications to first line support teams, to inform and improve the service that they provide. When necessary inform IT Services colleagues of applications issues and of changes that have gone live.
13	Contribute to the creation and delivery of training for applications, systems or services.
14	To monitor and ensure timely resolution of incidents, problems and service requests, and prepare statistical information for the analysis of Helpdesk calls
15	Participate in sprint planning for upcoming sprints.
16	Perform work tasks in accordance with sprint plans to deliver specified outputs and outcomes.
17	Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives.

18	Collaborates with the Testing Team to create and execute required test plans.
19	Initiates and undertakes knowledge transfer to ITS and other colleagues as required.
20	Maintains own up-to-date knowledge of key trends and developments related to platform area.
21	Collaborates with Business Analysts and Platform Teams to ensure understanding of business requirements.

Indicative Performance Criteria

1	Does not have any line management responsibility.
2	Does not have any budgetary responsibility.
3	Does not have any responsibilities for equipment or premises.
4	Supports the achievement of targets related to the delivery of a diversity of software products and project outcomes on time and to required quality standards, including applications, components and integrations that enable and underpin critical business functions
5	The post holder reports to the Platform Owner [Platform Name] 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.
6	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.
7	Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, 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.

4.   Person Specification

	Essential	Desirable
Educated to degree level or equivalent professional experience.	X	
Experience of engaging with service owners, project teams, taking the lead in delivering services into a steady state.	X	
Current ITIL certification(s)		X
Knowledge of Agile and Lean practices.		X
Good management skills	X	
Good oral and written communication skills with the ability to present complex ideas and information in a way that can be understood by the audience.	X	
Planning and organisational skills.	X	
Good interpersonal skills with the ability to quickly build rapport with colleagues.	X	
Analytical skills with the ability to generate effective solutions and make effective decisions.	X	
Demonstrable experience in a range of the applications, products and services within the scope of the platform area. (Productivity and Collaboration, Core Apps, Student and Education, Research)	X	
Commitment to customer service excellence.	X	
Extensive experience supporting applications in a second line environment	X	
Experience in an ITIL environment with formal Incident, Request and Change processes	X	
Experience of windows and Oracle based applications	X	
Experience of multiple operating system environments and scripting	X	
Experience of backend databases (SQL Server and Oracle)	X	
Experience of application architectures such as web services, service-orientated architecture, etc		X
Experience of Microsoft Active Directory systems and structures; group policies etc		X

	Essential	Desirable
Experience of varied desktop OS technologies other than Windows, e.g. MAC, Linux		X
A flexible approach to working hours. Able to work flexibly to meet the needs of the University.	X	
Experience of the HE sector		X
Experience of managing multiple external supplier service relationships.	X	
Knowledge of agile planning tools (e.g. JIRA, Confluence).		X