Job Description – Systems Engineer / Trainee
Systems Engineer

About the Role
Information Technology provides and supports all central University IT services and is responsible for the institution's Technical Infrastructure and development of systems to support the business requirements of the organisation.

The IT Service and Support Team are responsible for the support, design and strategic management of the communications, systems and IT infrastructure for the University. This includes the Customer Support, Infrastructure Services, and Transition and Environments Teams each providing leadership for a section of the diverse service types and processes required by the university.

System Engineers in the teams work within three main areas

- Transition and Environments consists of technical and process teams responsible for the design, implementation and maintenance of our server and database systems, and the service management processes that govern the design and change of our services.

- Infrastructure Services comprises of 4 teams responsible for the design and development of desktop systems, support of the underlying infrastructure that delivers our internal business systems, networked file and print services, telephony, batch scheduling, messaging systems and service management.

- Customer Support includes the monitoring and support of IT services 24x7, 365 days a year, providing staff with help and advice through our self-service portal, email, over the phone and face to face. They are also responsible for the design, implementation and management of the data centre services including networking across all our locations.

Key Responsibilities

- The System Engineers will lead the development and implementation of internal staff applications, networking, storage and server systems.

- They will troubleshoot issues and support our diverse user base and demonstrate excellent customer service skills.

- Engage with both IT colleagues and business partners to create development roadmaps that keep our communication, collaboration and enterprise systems sustainable and innovative.
• Be responsible for maintaining, deploying and managing Cloud Services including Azure and Office 365.

• Deliver key projects and upgrades to the enterprise infrastructure.

• Willingness and freedom to provide regular out-of-hours cover for IT Incidents to maintain the availability of the OU’s systems.

Skills and Experience

• Educated to A level standard/equivalent in a related subject or work experience at a comparable level. A trainee position for a candidate without the experience, but the potential to succeed.

• The candidate will be a capable communicator with an open and positive approach that engages others and builds a relationship of trust.

• A flexible and adaptable thought leader who embraces and leads change.

• Proven experience of developing and deploying internal business systems in large complex organisations.

• Experience of successfully designing secure networking, server and application environments for the cloud and for remote and mobile working.

• Considerable experience of managing Windows directory services such as Active Directory or server management systems such as Redhat Satellite server.

• Proven experience of implementing and running Microsoft or UNIX/Linux server environments.

• Experience of working with Microsoft System Centre suite or UNIX/Linux configuration management tools such as Puppet and Ansible.

• Experience and capability of writing and deploying scripts using languages such as Powershell, Bash, Python, Perl.