

Senior Research Infrastructure Engineer in IT Services (Directorate of Infrastructure)



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Brief summary of the role

Role title:	Senior Research Infrastructure Engineer
Grade:	9
Vacancy reference:	Job evaluation reference 000599
Faculty or Directorate:	Directorate of Infrastructure
Service or Department:	IT Services
Location:	Hybrid
Reports to:	Infrastructure Manager
Responsible for:	Not applicable
Work pattern:	Typical hours: 36.25 hours per week, Monday to Friday
Specific notable requirements for the role:	Some work can only be completed out of normal working hours. It is therefore important that applicants can work or be contacted occasionally during unsocial hours, including weekends.
Possible adjustments:	We are open to any request for adjustments to support your needs around working hours flexibility, training, and mentoring, which would enable you to succeed in this role

Main purpose of the role

The operation and control of the IT infrastructure as it relates to University research activities (typically hardware, infrastructure system software, data stored on various media, and all equipment within both wide and local area networks) required to deliver and support IT services and products to meet the research needs of the University.

Main duties and responsibilities

Note: The list below may vary to include other reasonable requests (as directed by University management) which do not change the general character of the job or the level of responsibility entailed.

1. Take the lead role in design, development, and implementation of upgrades to the research infrastructure. Act as lead contributor and adviser in projects and working groups, lead discussions and share expertise with colleagues and others.
2. Working effectively with others (both academic research colleagues and within the IT Services teams) to extract requirements, timescales and developing appropriate technical responses
3. Supplier relationship management and procurement, taking an active role in procurement, decision making, and deployment of research related infrastructure and services.
4. Technical management of key research systems including HPC, storage, servers, and compute.
5. Identify operational problems and contribute to their resolution. Be the key technical contact for research infrastructure incidents, liaising with outside parties as appropriate.
6. Use infrastructure system management tools to monitor the performance of research IT infrastructure systems, services, and components in relation to their availability, performance, and security.
7. Manage the day-to-day support and administration of the University research infrastructure system components.
8. Produce and maintain technical documentation of supported services including standard operating procedures for service start-up, operation and shut-down.
9. Perform agreed operational procedures, including back-up and recovery operations, infrastructure component installation, configuration and maintenance, management of network address space.



10. Design, develop and implement virtual platforms capable of supporting a wide range of desktop and server systems.
11. Provision of in-depth advice and support to other members of IT Services on current services and also new requirements that are outside the currently defined portfolio of services.
12. Identify and document service support requirements of new infrastructure components.
13. Involvement in the Change Management process for the introduction of new or modified services into the IT Services Catalogue.
14. At times the role holder will be required to undertake sole technical leadership and management of projects in their field.
15. Maintain personal credibility and authority to consult, influence and negotiate with colleagues and stakeholders at all levels.
16. Take a lead role in investigating and evaluating new technologies or upgrades to existing technologies to identify and implement solutions that will increase the security, capacity and performance of the University's IT systems and data.
17. Close liaison with academic staff in relation to the management and support of specialist equipment, operating systems used in teaching spaces.
18. Analyse, design, and implement solutions that meet complex project requirements.
19. Undertaking development within the area of expertise so that the best advice can be given to staff and students.
20. Supporting Linux / Mac, O/S deployment and configuration.
21. Compiling, analysing, decomposing, debugging specialist software.
22. Responsible for planning and prioritising of own workload on a day-to-day basis and contributing as part of the team in specific areas of technical specialisation.
23. Design, develop, plan, and implement upgrades to the infrastructure.
24. Assist senior managers with resource capacity planning to ensure timely project delivery.
25. As required, contribute to the drafting of Directorate and University policy papers, briefings, and technical reports.

Role holder: essential and desirable attributes

Qualifications

Essential	<ul style="list-style-type: none"> • Educated to degree level in an IT related subject or equivalent relevant experience • Microsoft / VMWare qualified or equivalent experience • ITIL V3 Foundation or equivalent relevant experience
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Experience, skills, and knowledge

Essential	<ul style="list-style-type: none"> • In-depth experience with a range of technologies including Active Directory, VMWare, Windows Server SCCM • Excellent, in-depth understanding and experience of server configuration and build methodologies • Extensive experience in deployment and management of enterprise storage solutions • Extensive experience of using and tuning systems management platforms • Hands on Office 365 Administrator experience • Excellent, in depth knowledge of Microsoft products, including Active Directory, and the factors
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	<p>affecting product installation across multiple hardware platforms</p> <ul style="list-style-type: none"> • Experience using PowerShell or other scripting languages to script processes • Experience of implementing Enterprise backup products. • Experience of implementing VMware or other virtualisation products as a resilient virtual data centre including high availability and vSwitch configuration, including VLAN administration • Experience of the integration of services across hardware platforms (UNIX and PC) • Experience of working with large scale IT environments (5000 + users)
Desirable	<ul style="list-style-type: none"> • Working in a HE environment supporting academic research colleagues • In-depth experience with Manage Engine patching and monitoring tools • Experience with Microsoft MIM • Working knowledge of Visual Basic, Visual C++ or scripting languages such as Perl or vi, sed awk etc.

Personal attributes

Essential	<ul style="list-style-type: none"> • Ability to solve logical problems, with experience of infrastructure systems issues • Self-motivated, with the ability to work under pressure and take ownership of problems, organise,
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prioritise, and monitor own work to meet deadlines whilst maintaining standards

- Ability to adjust effectively to changing and challenging situations and demands, seeing change as an opportunity and being receptive to new ideas
- Good verbal and written presentation skills

Information about the University of Bradford

Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do.
- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do.
- We give invention light and celebrate creativity and **innovation**.
- **Inclusion** - diversity is a source of strength and must be understood, valued, supported, and leveraged.

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

Equality, Diversity, and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity, and Inclusion (EDI) leading institution.

Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion, and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity, and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions, to students, colleagues, partners in other organisations, visitors, and members of the public.

Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service.

Mandatory training must be completed on commencement of the role, without delay.

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic, or other formats.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and

to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and procedures and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

University policies and procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.