

JOB DESCRIPTION & PERSON SPECIFICATION

1. Job title: IT Support Engineer **Centre:** Business Services (IT) **Grade:** D **Location:** NIAB HQ (Cambridge)

Reports to (Job title): Support Manager **Line Manages** (Job titles): None

2. Main purpose of role:

The post holder will be responsible for the support of the NIAB group users and systems including the design, implementation, planning and deployment for new technologies and IT strategy across the various sites of the organisation.

The post holder will be required to travel at least 3-4 days a month to other NIAB sites. The post holder will engage with users across all sites including TAG consultants and support the associated infrastructure of networks, servers, desktops and laptops, associated software and ancillary equipment

Initially, the role will focus effort in the merging and maintaining of the existing EMR (Kent) and NIAB systems and infrastructure with prioritisation of workloads for key projects. This role will be required to support users working with both Windows and Mac/Apple equipment.

3. Financial authority/responsibility (e.g. delegated budget, authorisation level, approx. value of contracts etc.):

The post holder will manage associated maintenance, network and licence contracts in partnership with their line manager. They will also be required to negotiate prices and authorise and place orders for equipment under the line manager's delegated budget.

4. Key relationships (external and internal):

The post holder will be required to communicate on regular basis with all staff across the organisation. The post holder will establish a network of suppliers for both services and goods and negotiate competitive pricing for purchases.

5. Tasks/responsibilities (in order of priority)	Approx. % of time
Day-to-day management and resolution of user and hardware issues.	40%
Development and deployment for software and system upgrades.	20%
Support users at the Kent site – configuration and system upgrade.	10%
Systems and data traffic monitoring and problem resolution.	10%
Development and implementation of a strategy to automate software and data deployment and maintenance (including data backups).	10%
Assisting in the management and maintenance of the VoIP telephone provision to the NIAB group.	5%
Identification and presentation of new strategic opportunities regarding the effective management of the IT systems across the Group in partnership with Senior Management.	5%

6. Working conditions:

- The post holder will work within the Support team of the IT Systems group.
- The post holder will be required to travel to the other external sites.
- Emergency and planned visits to other sites can be required at any time to fix a fault or deliver replacement equipment.
- The post holder should expect to be called to travel at short notice, be prepared to stay overnight at the remote location (this is a rare event) and to occasionally work an evening period (for system maintenance) and/or at weekend periods (for system upgrades) as the need arises. Out-of-hours and weekend working is normally arranged in advance with time in lieu, but occasionally, the need will arise at short notice.

7. PERSON SPECIFICATION**Education/Qualifications:**

Essential:	Desirable:
<ul style="list-style-type: none"> • Professional computing qualification or degree in computing science or equivalent experience. • UK clean driving licence (car). • System administrator certifications. 	<ul style="list-style-type: none"> • Proven track record in a senior role as an IT Support Engineer for a large organisation. • ITIL certifications.

Experience:

Essential:	Desirable:
<ul style="list-style-type: none"> • Windows systems network, server and file system administration – including working with DHCP, login scripts, file/print services, Active Directory / ADFS, Group Policy, SCCM, WSUS, user profile creation/management, DFS. • Microsoft Exchange administration. • PC build, distribution and management. • VMWare or other virtual environment management. • Backup implementation and management. • Knowledge of LAN and WAN networking concepts and administration. • Administration of Apple/Mac systems: experience in OS X administration, and applications maintenance. • Cisco router and firewall administration. 	<ul style="list-style-type: none"> • Linux systems administration. • HPC configuration.

Specialist Training:

Essential:	Desirable:
<ul style="list-style-type: none"> • PowerShell Scripting • Microsoft Office Suite administration. • Remote software administration. 	<ul style="list-style-type: none"> • Bash, Python or Perl scripting.

Personal Qualities (skills, behaviours and competencies)

Essential:	Desirable:
<ul style="list-style-type: none"> • Good communications skills. • Excellent organisational skills. • Prepared to travel. 	

Date of description: 18 July 2016

Compiled by: M. Caccamo and J. Dyson