University of Edinburgh Job Description WSC7

1. Job Details
Job title: Assistant Team Leader, Unix and Facilities Management
School/Support Department: Computing Services
Line manager: Team Leader, Unix and Facilities Management

2. Job Purpose
To manage the delivery and development of the infrastructure services of the Unix and Facility Management team's services which are delivered to all staff, students, alumni and visitors to the University. The services include major and mission critical computer based services in the University for example: staff and student email, web, authentication and authorisation. To manage projects in the development of key infrastructure services. To provide line-management of Unix infrastructure services staff. To deputise for the team leader in his absence.

3. Main Responsibilities

1. Ensuring the reliable, effective use of the University’s IT infrastructure for services based on the Unix operating system. The postholder has explicit responsibility for several major University services provided by the Computing Services itself, e.g. staff and student email and authentication services (EASE). To ensure IT security for those services 45%

2. Ensuring the effective, relevant and timely delivery of new IT services based on Unix, providing interfaces to all supported computing platforms not just on Unix, for the benefit of the whole University. This will involve managing development projects, often including staff based in other teams. Undertaking equipment and software evaluation and procurements and advising where technical expertise is required to meet the needs of the University. 20%

3. Assisting the team leader with the provision of strategic IT advice, guidance and consultancy to appropriate senior members of the Computing Services, to Schools, Colleges and Support Units and to Computing Services Support Teams. This includes advice on: the selection and deployment of equipment and services; the implementation of corporate initiatives; the implications of UoE IT policy, and the formulation of that policy where appropriate. 10%

4. Liaison with external companies who supply Unix hardware and software both in support contracts and in order to track new developments. 5%

5. Managing service contracts with suppliers. 5%

6. Provide day to day line-management and supervision of Unix infrastructure staff. 10%

7. Deputising for, and assisting the Team Leader with responsibilities of a Computing Services team manager for staff management, recruitment, review and development and budgetary control. 5%

All of the above are to ensure the reliable and effective use of the University’s IT infrastructure.

4. Planning and Organising
Planning the implementation of major hardware, system or service upgrades over a timetable ranging between one and five years. This includes the identification of required upgrades, training of staff in required skills, ensuring staff availability at key times and timetabling around competing commitments. Reacting as required to major issues relating to and planning the introduction of new facilities in support of the day to day delivery of the Unix based infrastructure services which comprise a major part of the core services to the University in line with the Service Level Definitions for those services. Assisting the team leader with supporting and enabling Information Services IT plans through the annual University planning cycle.

5. Problem Solving
The post-holder is a technical expert in their area and is expected to resolve the majority of problems without further escalation, e.g. when a service fails, to rapidly diagnose the
problem, take corrective action and restore the service. In developments the post-holder would be expected to deliver the best implementation given budgetary and other constraints.

6. Decision Making
The post-holder has to make decisions about the best solution to new IT requirements presented by the University and from new technical developments in their area and to provide advice for major procurements. Technical decisions would normally be taken independently, possibly after advice from specialists. Often situations do not have a clear “correct” solution and may be outwith policy. Decisions outwith policy would be referred to the Team Leader, as would any relating to resources and staffing.

7. Key Contacts/Relationships
Frequent contact with service managers and staff at all levels of the University for whom these IT infrastructure services are being provided. This includes liaison with Management Information Services and the rest of Information Services and Colleges and Schools to ensure that the underlying infrastructure supports their specific services to a high standard.

8. Knowledge, Skills and Experience Needed for the Job
Graduate level education and at least five years experience of Unix based service delivery is essential. Good communication, presentational and diplomatic skills are required, especially in dealing with senior staff without specialist knowledge of IT and in order to build and maintain good working relationships with organisations for whom services are being provided. Good staff management skills are essential. A thorough knowledge of UoE IT policy, facilities and services is required and a very sound understanding of all of the technologies underlying their specific IT environment.

9. Dimensions
Day to day management of a team of 3 or more people and supervising specific technical development projects in the provision of significant Unix based services which cover the entire University population. There are over 50 Unix systems providing IT infrastructure service delivery for the Computing Services to the University. These are provided both as facility managed services to other teams within the Computing Services and directly by the Unix and Facility Management team, for example; staff and student email, central web, authentication and authorisation of web based and other services, backup of School services and central file archiving and specialist printing services.

10. Job Context and any other relevant information
This is a role which requires significant expertise in an area of rapidly changing technology, along with a detailed awareness of the systems being implemented in other parts of the University, as there are no longer isolated islands of IT. The technical expertise is linked to awareness of University policies. The post holder maintains a vital link between the team leader and the members of the larger team, by helping to bring a focus to where specific effort is required.