

JOB DESCRIPTION



Job Title: Systems Infrastructure Engineer
Department: Information & Technology Services
Faculty/Professional Service: Professional Services
Location: Keppel Street, London
Reports to: Systems Infrastructure Manager
Responsible for: N/A
Full Time/Part Time/Casual: Full-time
Grade: Grade 6
Overall Purpose of the job: The Systems Infrastructure Engineer is a member of the Systems Infrastructure Team who support and manage the LSHTM's core systems across a platform of Linux, Windows servers and cloud platforms. The focus of the role is implementation, support and ongoing development of a wide array of LSHTM systems including, but not limited to, authentication, storage, Office 365 (email, Azure AD), SAN, VMWare and backup <ul style="list-style-type: none">• Contribute to the design and development of core systems as well as to support, maintain and monitor those systems to provide modern, reliable and secure services• Undertake the day-to-day management of LSHTM's two data centres, including monitoring and enhancing their environmental performance• Support procurement of server, storage and data centre hardware for IT services and wider research projects. Maintain the inventory and manage maintenance contracts• Identify opportunities to improve the efficiency, automation and functionality of services

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies and continuing education in public and global health.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To discover more about LSHTM please click [here](#).

Our Values

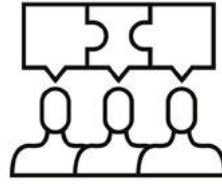
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. To find out more please click [here](#).



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

Main Duties and Responsibilities

Communications:

- General communication with members of staff, IT Services staff and stakeholders of the systems the role supports
- Explanation of systems principles and procedures to research and third parties, IT staff and other School staff in general through presentations and meetings
- Liaison with external contacts on support and development of the supported systems.
- Delivering technical briefings to IT and functional area staff on the use and development of the supported systems. Delivering formal and informal training to stakeholders of the systems, either on a one-to-one basis or to small groups
- Email communications and documentation in general
- Technical specification documents, system documentation, change logs, etc.; recorded either in standard document format or through web-based collaboration systems as appropriate
- Maintenance and development of a set or system of user and IT support staff focused documentation, offering a knowledgebase for reference and other self-help materials
- Change and system development log maintenance

Teamwork and Motivation

- Contribute as a member to the Core Systems and Infrastructure team
- Provide mentoring and support in core systems to other support areas of IT Services to disseminate knowledge and skills
- Develop close working and supportive relationships with researchers, third parties and the wider IT Services team in relation to using LSHTM's core systems
- Liaison with other team members to plan work on day-to-day and project-based initiatives, contributing flexibly to the requirements of the role and the goals of the team

Liaison and Networking

- Liaison with vendors and suppliers to act as a point of contact for ongoing work for the development, maintenance and support of systems.
- Liaison with staff of the supported functional areas and business service owners – in order to act as a point of contact on all technical and system matters
- External networking. Regularly participate in and contribute to external networking opportunities (conferences, user-groups, seminars, meetings, etc.); to share experience and gather pertinent information and knowledge.

Service Delivery

- Act as a primary point of contact both inside and outside the IT Services team for third line support for core systems and infrastructure
- Contribute to the planning and lead the implementation of new or upgrading of services as appropriate.
- System monitoring, diagnosis and problem resolution
- Devise bespoke solutions to address business requirements and operational needs, either on a project or demand basis; this is likely to be a continual regular activity as part of delivery of services
- Capture user requirements for changes and enhancements to systems and/or infrastructure. Understanding the users' needs is key to delivering a tailored and efficient solution

Decision Making

- Contribute to Systems team strategic and resource planning; representing the Core Systems and Infrastructure sub team as a substantial part of our technical topology
- Work with stakeholders that have invested in the supported systems in order to form decisions about their future development and direction, especially in terms of integration with current and future solutions
- Decide upon, plan and action regular maintenance of the supported systems
- In collaboration with other members of the team, give input to regimes for patching and upgrades to the supported systems
- Write reports and/or participate in meeting schedules to provide input to the decision-making process that will affect future developments to all supported systems and their interconnected interfaces
- Trouble shooting issues by identify the root issues and implement solutions to remedy identified issues.

Planning and Organising

- On a day-to-day basis organise one's own work regime, planning time to achieve objectives in a timely and agreed manner
- Work on assigned tasks that are delegated to the role from the Core Systems and Infrastructure (CSI) Manager, and/or other senior members of the Systems team
- In conjunction with support from the CSI Manager and the Project Management Office (PMO) plan and manage and/or contribute to projects relating to the development of core systems and infrastructure. Acting as the local project manager for these activities you will assess the business case for change and plan the project according to established principles and guidelines; this requires proper use of documentation and communications frameworks, the effective use of resources available and the monitoring of progress
- Work with stakeholders that have invested in the supported systems in order to help form decisions about their future development and direction, especially in terms of integration with current and future systems

- In the light of the above assist in the planned future technical development of the supported systems where applicable

Initiative and Problem Solving

- The role requires that problem-solving, as well as general support is a core component of the role to support core systems and their infrastructure. This would manifest itself on a day-to-day basis with general administrative tasks and the decisions to be made as and when to apply solutions.
- A key area of the role is to capture user requirements and analyse these in order to formulate and influence future developments and contribute to strategy planning relating to the core systems and infrastructure. This may involve not only information gathering, but analysis of the operational & business processes, perhaps using data modelling techniques and workflow analysis
- The role would also be expected to originate and contribute to technical innovations that could be applied to our core systems and services
- Maintenance and development of test and development environments for the supported systems, as applicable and appropriate

Analysis and Research

- Capturing and assessing user requirements and (business/operational) processes; analysis of these in order to formulate pertinent solutions
- Analysis of complex business processes, in order to assess problems and provide efficiencies
- Capturing user requirements and analysis of these in order to formulate and influence future developments and strategy
- Devise how the analysis of business requirements, problems and processes is approached, potentially each new scenario may require a bespoke way of looking at or gathering information; the use of prescribed formal data modelling techniques may not be enough or suitable for all situations

Sensory and Physical demands

- Use of computer equipment
- Hardware and network wiring
- Moving of computer hardware

Work Environment

- Work in a standard office environment
- Regular work in the LSHTM's main datacentres hosted in the two main London sites

Pastoral Care and Welfare

- Mutual support of colleagues

Team Development

- The role holder will be expected to initiate and participate in team training opportunities and knowledge transfer activities, both within the team and wider within IT Services, and from time to time to external service owners and stakeholders. This may be to small groups or one-to-one.

- Given the complex technical nature of the systems the role holder is responsible for, cross-skilling of colleagues via a longer-term mentoring approach. This can be applicable within the team or wider IT Services teams, or externally with key service contacts within the LSHTM

Teaching and Learning Support

- Indirectly via support of core systems that themselves support teaching and learning services

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
Education, Qualifications and Training	<ul style="list-style-type: none"> Hold an undergraduate degree or have equivalent professional experience and industry certificates. Hold relevant vendor or industry certification 	 E D
Experience	<ul style="list-style-type: none"> Experience of academic IT systems deployed in HE and/or FE Experience of deploying and supporting server technologies (Linux, Windows server) in a production environment – virtual and physical Automation of process using scripting or tooling (salt, powershell, python or equivalent) Management of cloud platforms or SaaS Management of VMware (or other virtualisation) platforms Management of email platform Working with third party support, defining and overseeing work 	 D E E D D
Knowledge	<ul style="list-style-type: none"> Good working knowledge of authentication technologies like LDAP (AD/eDirectory/OpenLdap), Azure AD, SAML, OAuth Good working knowledge of systems management of Linux and Windows systems Understanding of enterprise storage systems (SAN/NAS/Filer) and common access methods (iSCSI/Fibre block, NFS, Cifs) Understanding of hardware and procurement process within a datacentre environment 	 E E D D

	<ul style="list-style-type: none"> Up to date knowledge of industry sources for security recommendations and best practise 	D
Personal Qualities	<ul style="list-style-type: none"> A commitment to supporting LSHTM's EDI policies and procedure. A focus on results – consistent delivery of projects on time and to specification Confidence in operating in an environment of change with the ability to use change management models/frameworks Excellent interpersonal skills, including the ability to establish effective working relationships with staff and students from a wide variety of backgrounds; the ability to communicate technical issues to non-technical users effectively A high degree of personal motivation, including the ability to work independently and organise priorities The ability to think conceptually, demonstrating creativity and innovation The ability to look continuously for opportunities for improvement and to develop existing systems or identify new systems 	E E D E E D

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: 15 June 2023

Salary and Conditions of Appointment

The post is full-time and permanent.

The salary will be on the Professional Services scale Grade 6 in the range £42,875-£48,691 per annum (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our website at <http://jobs.lshtm.ac.uk>. Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found at: <https://www.gov.uk/guidance/immigration-rules/immigration-rules-appendix-skilled-worker>