

**Job Description: Professional Service Positions**

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| **College/School:** | Digital Services |
| **Job Title:** | Infrastructure Technician (HPC) |
| **Department/Subject:** | IT Services |
| **Salary:** | Grade 6: £27,131 - £30,502 per annum |
| **Hours of work:** | *35 Hours* |
| **Contract:** | This is a permanent position |
| **Location:** | This position will be based at the Singleton Campus |

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| **Introduction** | Swansea University is a progressive institution balancing teaching and research, achieving a top 30 ranking in recent league tables and maintaining an excellent track record in Student Experience and Employability.  Working in Swansea University provides you with an opportunity to work with inspirational people on a variety of projects to improve the experience for staff and students and support research that will make a real difference to the world.  The University and IT Services encourages different thinking and provides space to try out new approaches and tools, enabling this different thinking, whilst ensuring business needs are met. |
| **Background information** | IT Services has been very successful in meeting the recent challenges of Covid, where there was rapid delivery and change. This has been recognised within the University, with increased focus on Digital as we move forward. This is exemplified by the recent approval of significant investment in IT Services, focusing on areas including Cyber Security and Networking offering real opportunities for change, as well as enabling the core deliveries of the University in teaching and research. |
| **Main Purpose of Post** | As Infrastructure Technician for Infrastructure Services, you will assist in the support, delivery and management of all infrastructure services deployed across the university with particular attention on HPC.  The Infrastructure Technician assists with the day-to-day operation, security and delivery of our infrastructure services, developing and supporting products and services that are efficient, secure, perform optimally and are aligned to business goals and objectives. The post holder is responsible for assisting with the maintenance of configuration data, capacity planning, service availability and continuity. They will adhere to service levels and all operational processes (such as incident, problem, change management processes) pertaining to end user compute services.  The post holder will assist in supporting the 1st and 2nd line teams in providing end user support to the university (comprising student, staff and guests), and participate in continuous improvement analysis and design, as well as the development of infrastructure-based solutions and delivery.  The role will play an important part in assisting with the implementation of target state architectures by following coherent solution designs, Reference Architectures, Patterns and Standards and Roadmaps in close collaboration with the Cloud, Compute & Storage Manager and the Lead Infrastructure Architect  As an Infrastructure Technician you will work broadly across the entire area of digital infrastructure including High Performance Computing (HPC) and cloud, compute and storage.  Main Duties will include:   1. Reporting directly to the Cloud, Compute & Storage Manager the Infrastructure Technician will support the delivery of HPC services within the university. 2. Act as a conduit between second line support and infrastructure teams. Assisting with diagnosis and rectification of identified issues. 3. Work across infrastructure operational teams to improve service delivery. 4. Assist in infrastructure support activities, including reactive and pro-active administration. 5. Assist in the management of patching and updating the university’s infrastructure. 6. Contribute to creation, review, and maintenance of knowledge base articles, to assist with ongoing incident or request resolution. 7. Undertake work originating from support projects, change requests or problem records, ensuring that all such activities meet expected service levels. 8. Assist in the monitoring of infrastructure systems for resource usage and failures. 9. Continually seek and act on feedback to learn and develop as a professional taking responsibility for own CPD and act as a role model for colleagues. Looking for opportunities to constantly improve people and process, all IT staff are expected to develop for personal and professional growth or where it may be operationally required. 10. Ensure compliance with legal and regulatory requirements in respect of equality and diversity, data protection, copyright and licensing, security, financial and other University policies, and procedures as appropriate.   [**SFIA Defined Responsibility Levels for the Role**](https://sfia-online.org/en/sfia-8/responsibilities/level-5)   * Autonomy (Level 2) * Influence (Level 3) * Complexity (Level 3) * Business skills (Level 2) * Knowledge (Level 2) |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as directed by the Faculty / Department, or their nominated representative expected within the grade definition. 5. To ensure that risk management is an integral part of your day-to-day activities to ensure working practices are compliant with the University's Risk Management Policy. |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation, and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding, and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust, and respect to deliver services that strive to exceed the needs and expectations of customers. * Demonstrable evidence of providing a caring approach to all your customers ensuring a personalised and positive experience   **Qualifications:**  **•** GCSE Maths and English to Grade C or above (or equivalent)  • Level 3 or higher IT related qualification  **Experience, Knowledge and Skills:**   * Experience of providing excellent customer support, as an IT technician or similar role * Experience of working within and across teams to motivate and support colleagues, resolve customer enquiries, and deliver team objectives. * A wide and current knowledge of a broad range of applications, platforms, and IT equipment * Software Installation and administration of the Linux operating system. * Excellent verbal and written communication skills * Ability to accurately capture, diagnose and resolve IT related issues, using standard repeatable processes. * Demonstrable ability to creatively troubleshoot problems using a variety of problem-solving techniques to provide a solution * Demonstrable ability to work accurately and confidently with technology * Demonstrable ability to multi-task, working across contact channels, delivering support in multiple locations to customers with diverse needs * Ability to support delivery of continual improvement.   **Welsh Language:** *(Delete as applicable)*  Level 1 – ‘a little’ (you do not need to be able to speak any welsh to apply for this role)  *e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.*  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/).  **Desirable Criteria:**   * Ability to communicate in Welsh * Experience of working in the Higher Education environment * A degree in Electrical Engineering, Computer Science or comparable discipline. * Experience in scripting languages including Bash. * Demonstrable job experience in an IT Infrastructure role can be considered in lieu of a degree. |
| **Additional Information** |  |

  