**Job Description: Systems Engineer - Data Research Infrastructure**

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| **Faculty/Directorate/Service Area:** | Medicine |
| **Job Title:** | Systems Engineer - Data Research Infrastructure |
| **Department/Subject:** | Population Data Science |
| **Salary:** | £45,585 to £54,395 per annum |
| **Hours of work:** | 35 hours, 9-5 Monday to Friday |
| **Contract:** | This is a fixed term position for 12 months |
| **Location:** | This position will be based at the Singleton Campus |

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| **Background information** | The SeRP (Secure eResearch Platform) is a technology set developed by the Population Data Science Group within the Swansea University Medical School. Swansea University collaborate with organisations across the UK and globally, to share knowledge and experience around the platform. SeRP facilitates the storing and secure sharing of research datasets for the purpose of assisting in research activity.  The Population Data Science Group develop solutions to support research activity and improve the accessibility to research datasets. This is achieved through exploration of the latest opportunities offered by open source and vendor based products, with a development team focused on delivering solutions to meet the needs of the research community in the UK and globally.  Working to the Chief Technical Offer and through liaison with the technical team, the post holder will take a lead role in the development and implementation of new hardware and network solutions to ensure the continued operation of SeRP. SeRP relies heavily on automation and the candidate should possess knowledge of using automation to deliver excellent IT services.  In addition, the post holder will help to facilitate professional standards within the building to ensure an effective and professional working environment for all users. |
| **Main Purpose of Post** | 1. Support infrastructure facilities, and associated storage infrastructure to specifications and standards necessary to enable internationally competitive research. 2. Lead on the implementation of the security strategy of the server and desktop infrastructure. To ensure compliance with ISO27001. 3. Manage the Archive and Disaster Recovery approach for the department 4. Managing Linux systems in an enterprise environment using automation tools such as Ansible. 5. Lead on the development of a capacity management. Through the development of long-term strategic goals for systems and software in conjunction with end-users and department managers 6. Management of the system configuration and the development/ maintenance of documentation about current environment setup, standard operating procedures, and best practices in accordance with ISO27001. 7. Deliver specialist user support as required by prioritising requests and responding in line with established service level agreements 8. Lead on the management of the network infrastructure for SeRP and to develop it in line with ISO27001 standards. 9. Work with and provide expert support to cyber security colleagues on for ALL cyber security related issues 10. Stay up to date on information technology trends and security standards. 11. Act as a trusted advisor to identify enhancements or new capabilities and technologies for the research community. 12. Ensure high levels of professional behaviour in the building and work with the Chief Technical Officer to provide assurance to Directors to ensure SeRP stays at the forefront of Data Research. 13. Working closely with the Audit and Compliance Manager to evidence and audit technical compliance |
| **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 agreed by the Faculty / Directorate / Service Area. 5. To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University’s Risk Management Policy |
| **Leadership 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.  In addition you will operate to a defined set of [Leadership Values](https://www.swansea.ac.uk/media/Swansea%20University%20Leadership%20Model%202018.pdf):  **We are Professional**  We develop ourselves and our teams through continued professional development, and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team and individual performance.  **We Work Together**  We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect and challenge. We are accountable for providing clarity and direction, communicating the “big picture” and harnessing ideas and opportunities to achieve the University’s vision.  **We care**  We create environments that identify, understand and give priority to delivering the needs of the University Community (our students, colleagues, external partners and the public). We motive and inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand. |
| **Person Specification** | **Essential Criteria:**  **Leadership Values:**   1. Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions. 2. Ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect and challenge. 3. Demonstrable experience of creating environments that identify, understand and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care.   **Qualifications**   1. Educated to degree level (minimum) in computer science (or related field) or possess suitable work experience.   **Experience**  1. Experience working as a Systems Engineer or similar role.  2. Experience and operational understanding of TCP/IP Networking, Cloud services, Web Services, Databases, Linux Servers and virtualised platforms.  3. Experience in information security management and control.  4. Experience of Infrastructure and Networking development.  5. Project Management experience & working as part of an agile project team.  **Knowledge and Skills**  1. Knowledgeable in security access technologies  2. An understanding of information security risks, issues and measures and related legal requirements  3. Ability to demonstrate analysis, planning, research and creative problem solving skills  4. Ability to transfer technical knowledge into practical tasks  5. Experience of automating IT services using Ansible or similar technology.  **Desirable Criteria:**  1. Ability to communicate in Welsh  2. Experience of working in a secure data driven environment  3. Be willing to undergo government security clearance vetting up to DV level. |
| **Welsh Language Level** | Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). 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/). |
| **Additional Information** | Informal enquiries: Informal enquiries are welcome and should be directed to Simon Thompson (Simon@chi.swan.ac.uk) or Chris Jones (C.Jones@Swansea.ac.uk) |

  