Job Description

Position / Job Title:	Senior Microsoft Engineer
Ref:	ITS241
Location/Building:	University Wide (Lansdowne/Talbot Campus)
Faculty/Professional Service	IT Services
Group/Section:	Technology
Normal Hours per Week:	1.0 FTE
	(Some flexibility will be required in order to ensure that key time scales and deadlines are met)
Grade	6
Accountable to:	Microsoft Infrastructure Specialist
Special Conditions:	You may be required to be on-call on a pre-arranged rota basis, but no more frequently than one week in four.

Job Purpose

The Technology Group consists of all the technical design, development, and engineering IT teams. These include Applications, Infrastructure, Networking, and End User Computing. The Technology Group are responsible for the development and delivery of the programme of IT investments within the University, as well as their ongoing operations.

The group is led by the Head of Technology, with a team of senior, multi-discipline managers, developing a clear vision for innovation and ongoing improvement of Bournemouth University's Information Technology to provide reliable, robust, and secure solutions to the university.
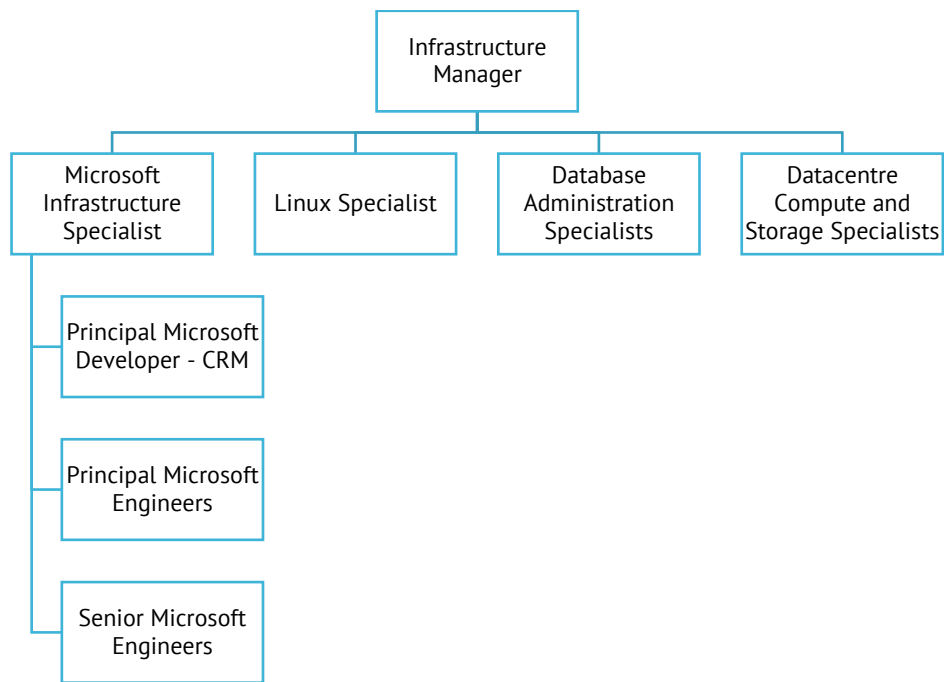
The Datacentre team (consisting of Microsoft Infrastructure, Database, Linux, and Server & Storage teams) underpins all the IT services delivered to BU and therefore this role plays a critical part in ensuring the delivery of a highly available, robust, and secure service across BU.

As part of the Microsoft Infrastructure Team, the role is responsible for providing support and maintaining the BU production Infrastructure to required levels of availability, capacity, and security. The post holder will be responsible for proactive management of production systems and ensuring potential issues do not become service affecting. The post holder will implement service specific service improvement plans and drive forward these improvements in a timely manner. They will act as 3rd Line support for IT systems and services and liaise with 3rd party vendors where required to resolve issues that cannot be resolved internally.

Main Responsibilities

1. Install, configure and maintain server, network and / or application services in line with expected Service Levels and standards and approved project requirements.

2. Maintain Capacity Plans and ensure predicted demand levels are in line with actual and report / act where discrepancies occur

3. Monitor Availability of services and address any shortfalls with Service Improvement Plans

4. Serve as Technical Lead for production servers, networks and systems and support the Incident / Problem Management Processes in restoring services, identifying workarounds and root cause of issues.

5. Provide technical documentation and knowledge to support IT Service Management processes

6. Ensure backup / recovery systems are functional / effective and tested regularly. Ensure scheduled backup are successful and useable addressing any issues in a timely manner

7. Support the transitioning of new systems into production including QA, acceptance testing, load testing and documentation / knowledge transfer

8. Maintain alert and event monitoring systems and analyse trends, baselines and overall performance of systems and services to ensure any potential issues are quickly identified and addressed proactively.

9. Maintain an accurate issue and risk log for each system or service and monitor /address then as part of a continual service improvement programme

10. Proactively identify common faults or areas where application reliability could be improved, where certain software are consistently causing problems or where processes are inefficient and provide recommendations on how they can be effectively addressed.

11. Implement changes to infrastructure and applications in line with implementation instructions issues by the Change Advisory Board

12. Maintain a personal development programme, measuring your performance against Key Performance Indicators, as agreed with Business Information Systems Architect and in line with IT objectives

13. Develop and maintain excellent working relationships with all users and IT colleagues and work collaboratively to develop and provide integrated and seamless delivery of services to the University

14. Familiarise yourself with, understand and follow the Principles, Policies, Processes, and Procedures of IT Services and the university. Be empowered to highlight non-compliance when identified.

15. Ensure that information and cyber security review and remediation is embedded within all IT work delivered to ensure that the university is protected against the ever-evolving cyber threat landscape.

16. Make excellent service experience the key component for all services, ensuring that the IT team are viewed as a trusted member of the university community.

Organisation Chart

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                        │  Infrastructure │
                        │     Manager     │
                        └─────────────────┘
         ┌──────────────────┬──────────┴───────┬──────────────────┐
┌────────────────┐  ┌────────────────┐ ┌────────────────┐ ┌────────────────┐
│   Microsoft    │  │     Linux      │ │   Database     │ │   Datacentre   │
│ Infrastructure │  │   Specialist   │ │ Administration │ │  Compute and   │
│   Specialist   │  │                │ │  Specialists   │ │Storage Specialists│
└────────────────┘  └────────────────┘ └────────────────┘ └────────────────┘
        │
        │   ┌─────────────────────┐
        ├───│ Principal Microsoft │
        │   │  Developer - CRM    │
        │   └─────────────────────┘
        │   ┌─────────────────────┐
        ├───│ Principal Microsoft │
        │   │     Engineers       │
        │   └─────────────────────┘
        │   ┌─────────────────────┐
        └───│  Senior Microsoft   │
            │     Engineers       │
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Dimensions

- Over 100 people in IT Services, including established staff, those on fixed term contracts, and contractors.

- Overall ITS budget of approx. £15m per annum

- 40+ projects running at one time

- Supporting 4000+ staff and 20,000+ students

- 4,500 computers

- Over 500 servers

- 1000+ applications

Contacts

Internal: Colleagues at all levels within the organisation, up to and including members of University Executive Team

External: Students, Customers, Higher Education Colleagues and Suppliers

Challenges

Delivering excellent service with finite resources
Ongoing process and service excellence review
Managing and leading the work of others, where there is no line management responsibility, to achieve service delivery objectives

Information Governance Responsibilities

Data User

i.   Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

When on-call, staff must:-

- be expected to be within one hour travel time of the University
- be fit and available for work at all times.
- be available for contact at all times and mindful of areas where mobile reception is poor

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

JUNE 2024

Position / Job Title: Senior Microsoft Engineer	Faculty / Service: IT Services
Position No: ITS241	Date: June 2024

SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area.	Essential
Relevant experience of delivering enterprise-level, mission-critical IT systems or networking infrastructure in a structured environment	Essential
Relevant experience in a multi-tier, preferably virtualised, environment of MS Windows Server structured administration. Preferably with formal training and certification.	Essential
Relevant experience, using a recent product release, of installation, deployment, and management, of a range of Microsoft Infrastructure technologies	Essential
	Essential
Good awareness of IT related legislation and guidelines such as the Computer Misuse Act and Data Protection	Essential
Good knowledge of server and internet security	Essential
Appreciation of legislative framework	Essential
Server side scripting, for example Powershell	Essential
Knowledge of web technologies and their delivery in an enterprise Microsoft Server estate	Desirable
Knowledge of emerging technologies relevant to infrastructure and Operating Systems	Desirable
Understanding of IT Service provision in medium to large organisations	Desirable
Knowledge of PRINCE2 or other formal project management and ITIL Service Management methodology	Desirable
Awareness and understanding of the activities and developments within Higher Education and/or public sector	Desirable
Skills	
Excellent IT skills, including Microsoft Office suite and Microsoft 365	Essential
Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level)	Essential
Identify, analyse and address problems in order to resolve issues whenever possible in a way that minimises the negative impact on the organisation	Essential
Strong analytical skills; ability to evaluate complex issues often with incomplete information	Essential
Demonstrable ability to be part of and inspire multi-skilled teams	Essential
Demonstrate excellent verbal and written communication skills, across all levels	Essential
Demonstrable ability to handle a range of activities to tight and varied timescales	Essential

Demonstrable ability to engage and collaborate with staff at a business and technical level	Essential
Ability to translate vision into effective, strategic technical solutions	Essential
Attributes	
Empathetic	Essential
Collaborative	Essential
Attention to detail	Essential
Customer-centric approach	Essential
Innovative	Essential