



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Server and Storage Engineer, IT



Salary: Grade 7 (£33,797 – £40,322 p.a.)

Reference: CSUIT1312

Fixed-term for 2 years

We will consider job share and flexible working arrangements

Server and Storage Engineer

IT

Do you enjoy working with IT solutions? Are you passionate about delivering an excellent IT service? Do you have experience of working in a technical support role or team?

Working with colleagues across IT, you will be responsible for supporting the development of and overseeing the implementation of the server and storage standards and processes.

You will join a team supporting a variety of servers and storage solutions that underpin key business activities including; Active Directory (including federated services), Server Provision (both physical and virtual), Lecture Capture, Dynamics CRM, SharePoint, Office 365, SAP, Banner, Remote Access Services such as Desktop Anywhere, Web Hosting, Student Portal, Printing, Security and Compliance, Cloud Hosting and Provision. To help in delivery of these you will be experienced in a variety of operating systems including Windows Server, Solaris, Red Hat and Centos. You will also have experience of Storage arrays, converged or hyper-converged architecture and have knowledge of Databases such as Oracle Database and MySQL.

You will work as part of a team to effectively provide development and support of server and storage infrastructure across the organisation including, planning and coordination of major change programmes and ongoing maintenance and upgrade activity. You will act as a point of expertise in relation to servers and storage, providing advice and guidance to the colleagues and as well as to business stakeholders in support of project activities, as well as in development and continual service improvement in relation to standards, processes and procedures. You will train, mentor and coach colleagues in the server and storage team, sharing your knowledge and skills using a variety of approaches including maintenance and creation of knowledgebase articles and artefacts.

What does the role entail?

As a Server and Storage Engineer your main duties will include:

- Responsibility for supporting the efficient and effective provision of business critical server and storage infrastructure processes, standards and models of



operation, working in collaboration with the Operational Lead (Servers and Storage);

- Collaborating with colleagues across IT in support of activities to plan, coordinate and undertake large scale or complex delivery of server and storage infrastructure, as well as proactively supporting development and review of disaster recovery and business continuity plans;
- Providing ongoing support for server and storage infrastructure which support core business infrastructure through provision of robust and resilient infrastructure;
- Providing an effective and efficient response to requests and incidents, including major and critical incidents;
- Providing proactive expert advice and guidance to projects, ensuring that requirements captured and documented effectively, to support the development of fit for purpose storage and server solutions;
- Working with procurement, business stakeholders and colleagues across IT to be responsible for providing expert advice and guidance in relation to the storage and server infrastructure required to support systems;
- Responsibility for collating and analysing management information to identify trends, opportunities for virtualisation, cloud hosting or other activities to support the development of a resilient and robust infrastructure as well as to inform future developments and plans;
- Responsibility for proactively planning upgrades, renewals and project work ensuring processes are in place to prevent upgrade lapses;
- Training, mentoring and coaching colleagues across IT in the development of skills and knowledge in relation to server and storage infrastructure, ensuring that single points of dependency are minimised;
- Researching trends and developments in server and storage infrastructure to maintain awareness and knowledge of industry and sector wide developments, to support activities that will future proof IT.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Server and Storage Engineer you will have:



- Expertise in 2nd and 3rd line support gained through substantial experience of working in end user/client computing support, or in support of infrastructure;
- Experience of providing server and storage expertise in a complex and demanding environment utilising a range of technologies, operating systems and infrastructures;
- Experience of providing exceptional customer service and effective stakeholder management skills;
- Experience of working to support projects, through the provision of expert guidance, the application of industry best practice and by meeting agreed standards and processes;
- Experience of developing and maintaining a wide range of detailed documents including processes and standards;
- Experience of creating, maintaining and reviewing a variety of documents, including complex technical documents, able to demonstrate a high level of attention to detail and ability to tailor documents for both technical and non-technical audiences;
- A problem solving, pragmatic approach to understanding issues and concerns;
- A strong customer focus, with ability to maintain professional approach in all aspects of communication;
- Excellent communication and interpersonal skills, including the ability to influence decision makers and present a wide range of information to a varied audience through a variety of approaches;
- Able to analyse information, including financial information, making decisions and recommendations to influence customers and colleagues.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Mark Madeley, Server Manager

Tel: +44 (0)113 343 1006



Email: m.a.madeley@leeds.ac.uk

Additional information

Find out more about [IT](#).

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

