



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Server and Storage Technician, IT



Salary: Grade 6 (£27,511 – £32,817 p.a.)

Reference: CSUIT1313

Fixed-term 2 years

We will consider job share and flexible working arrangements

Server and Storage Technician

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 Technician your main duties will include:



- Responsibility for supporting the efficient and effective provision of business critical server and storage infrastructure, providing 2nd and 3rd line support as well as tasks to support the delivery of project related infrastructure;
- Undertaking trouble shooting of incidents, applying your knowledge and skills to provide fit for purpose solutions, as well as contributing to problem management processes;
- Working with colleagues across IT in support of activities to undertake large scale or complex delivery of server and storage infrastructure;
- 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 advice and guidance to customers, ensuring that requirements captured and documented effectively, to support the development of fit for purpose storage and server solutions;
- Responsibility for collating, analysing and presenting management information to identify trends;
- Contributing to the training, mentoring and coaching of colleagues in the team IT in the development of skills and knowledge in relation to server and storage infrastructure, ensuring that single points of dependency are minimised;
- Maintaining an 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 Technician you will have/be:

- Responsible for supporting the efficient and effective provision of business critical server and storage infrastructure, providing 2nd and 3rd line support as well as tasks to support the delivery of project related infrastructure;
- Undertake trouble shooting of incidents, applying your knowledge and skills to provide fit for purpose solutions, as well as contributing to problem management processes;



- Work with colleagues across IT in support of activities to undertake large scale or complex delivery of server and storage infrastructure;
- Provide ongoing support for server and storage infrastructure which support core business infrastructure through provision of robust and resilient infrastructure;
- Provide an effective and efficient response to requests and incidents, including major and critical incidents;
- Provide advice and guidance to customers, ensuring that requirements captured and documented effectively, to support the development of fit for purpose storage and server solutions;
- Responsible for collating, analysing and presenting management information to identify trends;
- Contribute to the training, mentoring and coaching of colleagues in the team IT in the development of skills and knowledge in relation to server and storage infrastructure, ensuring that single points of dependency are minimised;
- Maintaining an awareness and knowledge of industry and sector wide developments, to support activities that will future proof IT.

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.

