![University of Leeds logo]

CANDIDATE BRIEF

Linux Engineer, IT

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

Reference: CSUIT1344

We will consider job share and flexible working arrangements

Linux Engineer
IT

Are you interested in utilising your Linux knowledge and skills in a diverse Service Management and Infrastructure function? Are you an enthusiastic and driven individual with a desire to be part of a team modernising the provision of Linux systems to deliver high quality IT services to support a range of business-critical, research and teaching services in a Higher Education environment?

Working with colleagues across IT, you will be responsible for supporting the development of and overseeing the implementation of standards and processes with respect to the University's Linux estate. You will be responsible for working with IT Leadership for scoping, designing and implementing management tools, processes and standards for Linux technologies.

You will join a team supporting a variety of servers and storage solutions that underpin key business activities and research support. To help in delivery of these you will be experienced in a variety of operating systems including Red Hat (with any Solaris and / or Centos experience a definite benefit). You will also have experience connecting Linux to converged storage platforms and awareness of the benefits and challenges when running Linux on converged or hyper-converged architecture or in the public cloud.

You will work as part of a team to effectively provide development and support of Linux infrastructure across the organisation including, planning and co-ordination of major change programmes and ongoing maintenance and upgrade activity. You will act as a point of expertise in relation to Linux, providing advice and guidance to colleagues and 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, storage and client teams, sharing your Linux knowledge and skills using a variety of approaches including maintenance and creation of knowledgebase articles and artefacts.

What does the role entail?

As a Linux Engineer your main duties will include:

- Responsibility for supporting the provision of server, client and storage processes, standards and models of operation, working in collaboration with IT Managers;
- Collaborating across IT to support activities to plan, co-ordinate and undertake large scale or complex delivery of server and client infrastructure, as well as proactively supporting development and review of disaster recovery and business continuity plans;
- Providing ongoing support for server, client and storage infrastructure which support core business and academic computing through provision of robust and resilient services;
- Providing ongoing support for academic users of Linux on client platforms (desktop, virtual and notebook computers);
- 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 are captured and documented effectively, to support the development of fit for purpose client 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 client and server infrastructure required to support business systems and academic research;
- 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 client infrastructure, ensuring that single points of dependency are minimised;
- Researching trends and developments in server, storage and client 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 Linux Engineer you will have:

- Expertise in 2nd and 3rd line support gained through substantial experience of working in Linux support;
- 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 providing server and storage expertise in a complex and demanding Redhat Linux environment utilising a range of infrastructures;
- Experience of supporting Linux Operating Systems for critical business services;
- 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;
- 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 combined with excellent customer focus and a proven track record of excellent customer service;
- Able to analyse information, including financial information, making decisions and recommendations to influence customers and colleagues.

You may also have:

- Experience of working with confidential data and the technical steps necessary to prevent data loss would be advantageous;
- Experience of supporting Oracle Solaris Operating Systems for critical business services;
- An understanding of ITIL v3 (2011) or later processes demonstrated by ITIL foundation certification;
- Experience of maintaining Linux provisioning and configuration management through Redhat Satellite and Puppet.

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.

We welcome and encourage applications from all sections of the community. For this role we would particularly welcome applications from Women and Black, Asian and Minority Ethnic (BAME), as these groups are underrepresented within the Service. We will select the best candidate solely on the basis of merit and ability to do the job.

Contact information

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

Martin Lomas, Storage Manager
Email: M.J.Lomas@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.](mailto: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.