

# OUR REWARD PRACTICES/ JOB DESCRIPTION:

## IT Infrastructure Developer (Capital Projects)

Date created:

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<b>Generic role title:</b>	IT Developer
<b>Job family:</b>	Administration, Professional & Managerial
<b>Reference number:</b>	CSF-062-19
<b>Grade:</b>	Grade 7
<b>Salary Scale:</b>	£34,804 - £40,322 <i>per annum</i>
<b>Contract:</b>	Fixed term for 24 months Full time
<b>School/Department:</b>	Information Services
<b>Location:</b>	University of Kent, Canterbury campus
<b>Line manager:</b>	Infrastructure Team Manager or their nominee
<b>Immediate line reports:</b>	Temporary / Adhoc workers and contractors
<b>Anticipated start date:</b>	ASAP

### Job purpose

The University of Kent is continuing with a significant £5 million capital investment plan over three years to improve the IT Infrastructure. This role, one of three (in End-user-computing, Networks, or Server Infrastructure teams), is focussed on developing and deploying information technology services to bring about effective positive improvement for the students, researchers and academic staff. The new and enhanced services will enable all users to fulfil the University strategic aims with world-class IT services whilst improving the underlying infrastructure robustness.

The role holder will design and develop system solutions to deliver fundamental IT infrastructure and services. The solutions will range from tightly integrated components to services that span multiple team responsibilities and with direct end user experience.



## Key accountabilities

This section details the main accountabilities (or responsibilities) of the job, together with a selection of indicative duties. Other duties, commensurate with the grading of the post, may also be assigned from time to time.

1.	Deliver fundamental change in IT Infrastructure which enhances all aspects of service quality, from end user experience through to enterprise risk mitigation.	<i>Frequency</i>
		Daily
<i>Example duties:</i>		
1.1	Interpret high level designs into deliverables that will integrate with existing infrastructure	
1.2	Establish service quality. Interpret requirements to convert qualitative indicators into specifically measurable aspects. Identify methods of automating the measurements and reporting of them.	
1.3	Audit the new deployments and establish service benchmark reporting.	
1.4	Engage with customers to determine their requirements, promote and publicise the resulting service improvements.	
2.	Design, configure, test and deploy new IT infrastructure into fully transitioned service.	<i>Frequency</i>
		Daily
<i>Example duties:</i>		
2.1	Configure complex compute, storage, networking or middle layer systems	
2.2	Produce and verify defined state, and other automated configuration tools to deploy the infrastructure	
2.3	Document all hardware, configuration items and software deployments. Ensuring the documentation is maintainable	
2.4	Develop and implement quality plans, including conducting tests and ensuring sustainable and repeatable tests processes are deployed along with the new infrastructure	
3.	Develop and verify transition processes for new and updated infrastructure, in collaboration with operational teams do the transition, ensuring good integration into a full service	<i>Frequency</i>
		Weekly
<i>Example duties:</i>		

3.1	Uses technical expertise to configure infrastructure components and equipment for systems testing	
3.2	Collaborates between and within teams to develop and agree system integration plans and report on progress	
3.3	Designs, performs and reports results of tests of the integration build	
3.4	Contributes to development of systems integration policies, standards and tools	
4.	Manage the procurement of capital equipment (values from £10,000 through to £500,000) to improve IT services to ensure they meet the requirements of students and staff.	<i>Frequency</i> Monthly
<b>Example duties:</b>		
4.1	Assess where equipment needs to be upgraded or enhanced and identify the type and quantities of equipment needed to implement the work.	
4.2	Prepare the specification for the equipment required and identify the most suitable equipment and suppliers.	
4.3	Prepare tender documents and implement the procurement to deliver the best results for the best value expenditure.	
4.4	Manage the negotiation of contracts with the selected suppliers.	
5.	Plan, where appropriate the recruitment of contractors and part time staff, and manage them to implement the installation of equipment in the most efficient way.	<i>Frequency</i> Monthly
<b>Example duties:</b>		
5.1	Identify the tasks that will be carried out by contractors or part time staff and prepare a plan of the resource required.	
5.2	Plan the recruitment of part time workers and the availability of contractors to implement the tasks in a timely manner.	
5.3	Plan the works and manage the resources to deliver the work on schedule.	

5.4	Define a set of procedures to monitor the work to ensure it meets the standards required.	
		<i>Frequency</i>
6.	Liaise with stakeholders to ensure effective project delivery.	Weekly
<b>Example duties:</b>		
6.1	In concert with project team engage with end users or their representatives to gather and understand the requirements. To keep them informed and to verify during the project that the deliverables are appropriate.	
6.2	Participate in senior stakeholder briefings and question and answer sessions. Write briefings and updates in support of your work on the projects	
6.3	Liaise and negotiate with suppliers and manufacturers to procure and provision equipment at capital scale.	
6.4	When relevant liaise with HE & other public sector organisations to work in partnership in regards to delivering Kent specific or collaborative capital Infrastructure projects.	

## Internal & external relationships

This section indicates with whom the job holder comes into contact and liaises/ communicates with on a regular basis, and for what purpose.

- Internal:**
- All IS teams, from operational through stakeholder engagement to administrative teams
  - Estates, Commercial Services, etc – to schedule contractors access for them to work areas including student accommodation in some cases

- External:**
- Manufacturers and suppliers of hardware and software.
  - Engages with external partners, from local to national sectorial stakeholders.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

Repetitive limb movements

Regular use of Screen Display Equipment

Occasional access to building sites, following suitable PP instruction.

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Qualifications / training	Essential	Desirable	Assessed via*
Educated to degree level in IT related degree, and/or technical background or equivalent relevant experience.	✓		A
Professional qualification or certification		✓	A

Knowledge, skills and experience	Essential	Desirable	Assessed via*
Good knowledge of one or more these technologies: <ul style="list-style-type: none"> <li>• Networking: LAN, Wireless and/or data centre</li> <li>• Server virtualisation and/or storage</li> <li>• Enterprise class servers (Windows and/or Linux)</li> <li>• Active Directory or LDAP</li> </ul>	✓		A, I
Knowledge of enterprise architectures.	✓		A, I
Values the need for automation and defined state integration	✓		A, I
Experience of project management, managing short and long term projects.		✓	A, I, T
Excellent interpersonal skills, ability to communicate and negotiate with staff at all levels.	✓		A, I, T
Experience of supervising technical or non-technical staff ensuring tasks have been successfully completed.		✓	A, I
Experience of IT solution procurement including the ability to write technical procurement documents including specifications.		✓	A, I
Experience of quality assurance at the technical or service level		✓	A, I
Good IT skills, particularly Microsoft Office packages	✓		A

Additional attributes	Essential	Desirable	Assessed via*
Enthusiastic and self-motivated with a positive attitude.	✓		I, T

Ability to work independently within managerial direction and as part of a team.	✓		I, T
Ability to work under pressure, prioritise workloads, set and meet deadlines.	✓		I, T
Committed to delivering high quality, customer focussed service.	✓		I, T
Personal credibility and integrity	✓		I, T

\*Criterion to be assessed via:

A = application form or CV/cover letter

I = interview questions

T = test or presentation at interview