Job pack

Message from the President and Principal

Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical,** acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

Staff benefits

- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays).
- Season ticket loan scheme
- Pension scheme
- Reward and recognition schemes
- Cycle to work scheme
- Qmotion sport fitness centre
- Employee Assistance Programme
- Family friendly policies
- Flexible working practices
- On-site day nursery

Job description

Job details	
Job title	Science and Engineering IT Officer
Department	IT Services
Reports to	Head of EECS Support
Grade and salary	Professional Grade 5, £38,084 - £41,299 per annum
Hours per week	**Full Time**
Appointment period	Fixed Term 18 months
Current location	Mile End – with the flexibility to work at all sites
Work activity type	Admin/Operational/Technical and Support

Job context
As part of the EECS IT team in IT Services, this is a key position that will assist in the management of the Linux/Windows and web infrastructure for the School of Electronic Engineering & Computer Science. Working as a part of the EECS IT Team, with the ITS Research team and representatives from the School, this role will ensure effective and secure Linux and windows servers and internal and external web services for staff and students.

Job purpose
You are using specialist expertise in Linux/Windows and web administration, accountable for the delivery of high quality, robust, resilient services principally for the School of Electronic Engineering and Computer Science.

- **Apply expertise to respond to and resolve customer requests and incidents.**
- **Provide a secure, maintainable and modern Linux and Windows infrastructure meeting the needs of Science and Engineering staff and students principally within the School of Electronic Engineering and Computer Science.**
- **Demonstrate web administration and back-end scripting skills to assist in the delivery of and improvement to the web services provided by the team.**
- **Work in partnership with colleagues, to identify issues, trends and problems which may have a significant impact; propose and test innovative solutions.**
- **In consultation with EECS IT Team Leader, plan and manage implementation/integration, maintenance and upgrade of: policies, processes and operations.**

Main duties and responsibilities
Accountable to the EECS IT Team Leader for delivering a research academic-focused, robust, reliable, responsive and secure, high quality IT service. The role's duties are in principal:

- Manage the Linux infrastructure for the School of Electronic Engineering and Computer Science
- Manage the Windows infrastructure for the School of Electronic Engineering and Computer Science

- Provide support, configuration and development of the web services of the School
- Installation of IT server equipment based on academic needs
- Operating system installation and on-going day-to-day management
- Package management and update deployment of operating systems
- Documentation and training end-users and other administrators
- Troubleshooting with end-users and other key IT staff
- Reporting of service availability and security auditing

As with all IT Services posts at this grade,

- Prioritise and manage own work; provide support and guidance to build specialist skills within IT Services.
- Analyse cost of services for accuracy of charging and delivery of a cost-effective, competitive service.
- Plan, prioritise resources, manage risk and deliver business benefits in own work area, on time and within budget.
- Represent work area internally and externally to ensure appropriate representation and build upon specialist/sector knowledge.
- Establish strong customer relationships to understand and manage the demand, ensuring that the operational requirements of each of the College's Schools and Departments are understood, assessed and prioritised.
- Other duties that are commensurate with the grade as may from time to time be required.
- Deputise when required for the EECS IT Team Leader.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively.

Candidates will be shortlisted based on the extent to which they meet these requirements.

Essential: Requirements without which the job could not be done.
Desirable: Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
Educated to honours degree level in a computing or scientific discipline or equivalent relevant practical experience in computing hardware and Linux administration.	☒	☐
ITIL qualified or demonstrable ITIL awareness.	☐	☒
Experience/Knowledge		
Computing professionals with substantial relevant expertise in IT infrastructure, particularly relating to x86 server equipment.	☒	☐
Skills/Abilities		
Experience of accountability for delivering an IT service in a complex multi-user environment, e.g. students, academic and administrative staff.	☒	☐
Recent experience (> 2 years) deploying and administrating Redhat or Redhat derived Linux servers and desktops.	☒	☐
Good experience of configuring, managing and maintaining web stacks on Linux operating systems (e.g. LAMP, LEMP and LAPP)	☒	☐
Good Windows administration skills including scripting abilities in Powershell	☒	☐
Previous experience of web programming in at least two of the following: PHP, Python or Java	☒	☐
Previous experience of database management including database design, query optimisation and administrative tasks. (PostgreSQL)	☒	☐
Demonstrable knowledge of current IP networking protocols such as DHCP, DNS, SNMP, HTTP, etc.	☒	☐
Experience in operating systems patch deployment and processes.	☒	☐
Knowledge of modern software engineering tools and approaches. e.g. Git, subversion, continuous integration.	☒	☐
Knowledge of using cloud environments (e.g. Azure, AWS, GCP or OpenShift)	☐	☒
Demonstrable knowledge of automated configuration and deployment systems Linux. e.g. puppet, chef, foreman, Spacewalk/RHN	☒	☐
Uses technical expertise and knowledge to provide authoritative knowledge and advice.	☐	☒
Understanding of public cloud and virtualisation	☐	☒
Demonstrates considerable knowledge and implementation of IT Infrastructure for supporting research, teaching, learning and/or business activities.	☐	☒
Proven planning, communication, interpersonal and organising skills.	☐	☒
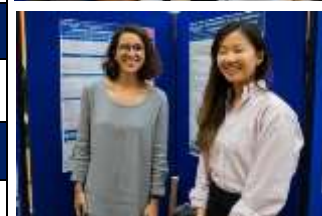
Well-developed analytical and problem-solving skills, seeking cost-effective solutions, managing resources to suit changing priorities.	☐	☒
Other		
*The ability to meet UK 'right to work' requirements.	☒	☐

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. Candidates shortlisted for interview will be ask to bring their passport or another acceptable form of evidence to verify their right to work.

Visa Sponsorship

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. Further information on the Skilled Worker visa can be found via: www.gov.uk/skilled-worker-visa

Global Talent Visa Route

The Global Talent visa is an alternative route to sponsorship, directly applied for by the applicant. It is open to those wishing to work in the UK and who are a leader or potential leader in the fields of academia or research, arts and culture, and digital technology. Further information on the Global Talent Route can be found via: https://www.gov.uk/global-talent

For additional information on both visa sponsorship and non-sponsorship visa routes, please visit the UK Visas and Immigration website: https://www.gov.uk/browse/visas-immigration/work-visas

Academic Technology Approval Scheme (ATAS)

Academics and Researchers applying for Skilled Worker visas and Sponsored Researchers applying for Government Authorised Exchange visas who will be undertaking research activities, at PhD level or above, in the one of the ATAS listed subject areas will be required to obtain an ATAS certificate before they can apply for a visa to work in the UK.

Exemptions will exist for nationals from the EEA, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA and those applying for Global Talent Visas. For further information on this, please visit the UK Visas and Immigration website: https://www.gov.uk/guidance/find-out-if-you-require-an-atas-certificate

Equal Opportunities

Queen Mary University of London is a Russell Group University with a difference. Our vision is to be recognised across the world as the most inclusive research-intensive University. We will strive to achieve that goal.

To all the communities at Queen Mary, inclusivity is key to who we are and to achieving all our ambitions.

We are a multi-faculty institution teaching undergraduates and postgraduates across all the major disciplines. We offer more than 280 undergraduate courses. We have world-leading research across disciplines and were ranked 5th in the UK in the last Research Excellence Framework (REF) for the quality of our research outputs, and continually challenge ourselves to ensure we have an environment where everyone feels included and can flourish.

We are very proud of our teaching and learning and were awarded a 'silver' in the Teaching Excellence Framework (TEF) (2016-17). We are also deeply embedded in the local community and were the first UK University to be awarded an Engage Watermark Gold award for public engagement by the National Coordinating Centre for Public Engagement.

Unlike many other Russell Group universities, we attract a very diverse student population. Of our 25,000+ students, over 30 per cent are from non-EU overseas countries, and 9 per cent are from the EU. Our international students are drawn from over 160 countries. 90 per cent of our home students are from state schools, 59 per cent are Black Asian Minority Ethnic (BAME), 42 per cent are the first in their families to go into higher education and over 30 per cent are from households where the household income, as assessed by Student Finance England, is less than £15,000.

We attract a lot of local students, owing to our strong relationships with schools in the surrounding boroughs, coupled with a strong reputation for inclusivity. 37 per cent of our students commute to our campuses daily. Our staff body is also diverse and is drawn from over 162 countries.

Inclusivity is one of our fundamental core values at Queen Mary: it is intrinsic to who we are. Our diversity of cultures and backgrounds is key to the vibrancy of our community and to the knowledge and ideas we are able to generate and pass on; without that diversity, we would not be who we are. We are extremely proud that we attract such a diverse staff and student body, and are fully committed to providing an environment where everyone is supported to flourish and fulfil their potential, irrespective of their background.

To be truly inclusive requires sustained, proactive, hard work, and we know there are areas where we have work to do. Our core objectives are focused on reducing the BAME attainment gap and increasing the proportion of female and BAME staff at the higher grades, both for academics and for Professional Services. We are looking to see how we can 'hard-wire' inclusivity throughout all our policies and practices: we do not see this work as belonging to one team or unit, but rather as being embedded in all that we do.

Being inclusive makes us better at everything we do, it improves our daily lives and the delivery and impact of our work.

EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI) and champions a number of EDI initiatives across the University. Queen Mary holds a Silver Institutional Athena SWAN award for advancing gender equality, and is also a Stonewall Diversity Champion and commits to advancing LGBTQ+ inclusion by submitting to the Stonewall Workplace Equality Index. We also offer a number of development programmes including Springboard, Aurora and B-MEntor. We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the toolsneeded to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

Flexible working:

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our Flexible Working Policy includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Family Friendly Policies:

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of family friendly policies with enhanced rates of pay available for family-related leave, following a qualifying period of service.

![Queen Mary University of London logo]

Further Information

Details about the Department can be found at:

http://www.eecs.qmul.ac.uk

Informal enquiries should be made to:

Name:Keith Bancroft

Email:k.bancroft@qmul.ac.uk

General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place