

## Job Description: Professional Service Positions

<b>College/School:</b>	Swansea University Medical School
<b>Job Title:</b>	Data Centre Assistant
<b>Department/Subject:</b>	School of Medicine
<b>Salary:</b>	Grade 5 £25,138 to £27,979 per annum (pro-rata if part time), together with NEST Pension benefits (National Employment Savings Trust) <a href="http://www.nestpensions.org.uk">http://www.nestpensions.org.uk</a>
<b>Hours of work:</b>	35 Hours a week
<b>Contract:</b>	This is a fixed term position for a duration of 12 months
<b>Location:</b>	This position will be based at the Singleton Campus

<b>Introduction</b>	To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.
<b>Background information</b>	<p>The UKSeRP (UK Secure Research Platform) is a technology set developed within the Population Data Science group within the Swansea University Medical School. Swansea University collaborate with organisations in the UK and globally, to share knowledge and experience around the platform. To support the storing and secure sharing of research datasets for the purpose of assisting research activity.</p> <p>The technical team within the Population Data Science Group develop solutions to support research activity and improve the accessibility to research datasets by exploring the latest opportunities offered by open source and vendor based products.</p> <p>The purpose of the role is to assist the technical team with a wide range of IT skills to support the continued operation of the Secure Research Platform, supporting a wide range of internal and external stakeholders.</p>
<b>I'</b>	<ol style="list-style-type: none"> <li>1. To professionally represent the interests of the project at all times.</li> <li>2. To adhere to all relevant policies and procedures in our ISO 27001 accredited Information Security management System.</li> <li>3. To promote equality and diversity in working practices and to maintain positive working relationships.</li> <li>4. Act as the first line contact for hardware troubleshooting and technical issues.</li> <li>5. Carry out routine network, server hardware maintenance and software configuration fixes.</li> <li>6. Perform server upgrades, rebuilds, scheduled works as required.</li> <li>7. Desktop Support: Supporting colleagues with PC and mobile devices and associated peripherals.</li> <li>8. Troubleshooting IT issues independently and as part of a team.</li> <li>9. Work and adhere to the agreed SLAs against assigned incidents and service requests.</li> <li>10. Work with cross-functional teams regularly to complete routine work.</li> <li>11. Adhere to security and safety best practices in the data centre.</li> <li>12. Identify and help create user and support documentation.</li> <li>13. Identify and help create process improvements</li> <li>14. Interact with third party vendors &amp; contractors and chaperone all 3<sup>rd</sup> party contractors when on site.</li> <li>15. Ensure the effective prioritisation and delivery of work during your shift, deal with phone calls, emails and provide hands on support as needed. ·</li> <li>16. Log all contacts and work done in the service desk.</li> <li>17. Escalate incidents/requests to the appropriate technical resolver team as required within SLA's.</li> </ol>

	<p>18.Support and monitor Backup Operations and Maintenance.</p> <p>19.Any other duties as directed by the Line Manager.</p>
General Duties	<ol style="list-style-type: none"> <li>1. To fully engage with the University's Performance Enabling and Welsh language policies</li> <li>2. To promote equality and diversity in working practices and to maintain positive working relationships.</li> <li>3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture.</li> <li>4. Any other duties as directed by the Head of College / Department or their nominated representative expected within the grade definition.</li> <li>5. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy.</li> </ol>
Professional Services Values	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values - <a href="#">Professional Services Values</a> and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p><b>We are Professional</b> We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality</p> <p><b>We Work Together</b> We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.</p> <p><b>We Care</b> We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.</p> <p>Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>
Person Specification	<p><b><u>Essential Criteria:</u></b></p> <p><b>Values:</b></p> <ul style="list-style-type: none"> <li>• Demonstrable evidence of taking pride in delivering professional services and solutions</li> <li>• Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers</li> <li>• Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience</li> </ul> <p><b>Qualification:</b></p> <ul style="list-style-type: none"> <li>• Educated to NVQ, A level standard or equivalent experience</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Previous experience in an IT support administration role.</li> </ul> <p><b>Knowledge and Skills:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate ability to work under pressure with competing deadlines.</li> <li>• Proven ability to organise own work load and prioritise tasks.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate accuracy and methodical with good attention to details.</li> <li>• A demonstrable ability to utilise excellent communication and interpersonal skills and interact with people at all levels.</li> <li>• Experience of Windows and Linux Operating Systems</li> <li>• Ability to deliver exceptional standards of service to all stakeholders.</li> <li>• Good problem-solving and troubleshooting skills</li> <li>• Ability to learn quickly and adapt to new technologies</li> </ul> <p><b><u>Desirable Criteria:</u></b></p> <ul style="list-style-type: none"> <li>• Ability to communicate in Welsh.</li> <li>• Previous experience of projects in within an academic / Higher Education setting.</li> <li>• Knowledge of the health informatics or population data science sector.</li> <li>• Ability to work independently and on their own initiative</li> </ul>
<p><b>Additional Information</b></p>	<p>Informal enquiries: Informal enquires are welcome and should be directed to Chris Jones (Head of Research Infrastructure) - <a href="mailto:C.Jones@Swansea.ac.uk">C.Jones@Swansea.ac.uk</a></p>

