

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Operations and Response Centre Delivery Engineer

## **Department**

Digital Services and Solutions

## **Location**

Derby sites

## **Job Reference Number**

0425-21

## **Salary**

£27,704 to £35,070 per annum

## **Reports To**

Operations and Response Centre Delivery Manager

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

The role will primarily encompass support of the front facing IT delivery including support, maintenance, and project delivery of desktops, applications and audio-visual equipment to the University’s students and staff for all aspects of the core university business e.g. teaching, events, business services and research.

The ORC Delivery Engineer will be the technical lead for the department providing a technical point of reference for other members of the team. The engineer will be responsible and accountable for assisting the ORC Delivery Manager and Team Leaders in delivering the vision set out for the team and helping develop new skills and enhance the teams overall capability. In doing this, the engineer will lead and have ownership for taking on high-level tasks and participating in technical project-based work, liaising with other stakeholders in the process and dispersing knowledge throughout the rest of the team. The engineer will embed problem management within the team and work to establish new methods of working and challenge working practices.

The role will help ensure all services are running as expected, and are maintained to the correct standards.

As part of the Service Delivery function, the engineer is expected to work across the various teams & locations as and when the business requires e.g. Service Centre.

## **Principal Accountabilities**

### Technical & Project Lead

Proactively support the ORC Delivery Manager and Team Leaders in the delivery of ORC Delivery projects and tasks, which may vary in scales and technical levels, whilst providing the necessary governance of IT Services. Lead these projects, which will typically operate across the university and IT Services, with a requirement to liaise with internal and external stakeholders at varying levels. Assess, report and mitigate IT-related risk where appropriate within the ORC Delivery team environment. Provide a technical point of reference for other team members and lead in the delivery of project based work.

Be responsible and accountable for a number of core and key tasks and initiatives within the team, leading by example in the execution of these aspects of the role. Be the exemplar for the team and an enhanced level of responsibility and accountability for these areas & projects, leading small teams in their completion. Act and lead by example in the University’s values and behaviours.

### Service Improvement & Problem Management

Lead by example in problem management working to embed this within the core roles of the team. Identify and lead service improvements for the team helping to establish this mentality and approach within the teams’ day-to-day activities. Lead in the development of skills, establishing procedures for new pieces of work whilst embedding new tasks and skills within the team. Assist other ITS teams in providing high calibre solutions in order to improve the service delivery.

### System Support & Exploitation

Deliver support to University IT systems in accordance with IT strategy, Strategic priorities and Business service requirements. Maximise the value, efficiency and quality obtained from each technology area to meet the strategic and operational needs of the Institution.

### Security & Compliance

Ensure the University IT systems managed within your area of operation are secure and compliant to all necessary regulatory and legal requirements. Work with the other departments in IT Services to ensure robust security systems and processes are in place and where possible are automated and auditable.

### Service Improvement

Ensure the University IT systems within your area of operation are delivered to support the changing demands of on the IT systems, including increasing efficiency, quality of service and provision of a 24x7 service.

Where necessary, deliver 24/7 Out of hours support on a rota basis to support the Operations and Response Centre Delivery Team.

When required, ensure support via a rota across the Service Delivery Function 8am to 9pm.

Develop, nurture and utilise expertise for the benefit of customers and colleagues. Apply this approach to Operations Centre delivery, which include (but is not limited to):

1. Systems monitoring, which will range from front end and back office systems, with 2nd line fix resolution wherever possible and appropriate escalation with supporting documentation where appropriate fix efforts have failed.
2. SLA Management and Monitoring, applying a constant awareness of service desk calls which are about to breach, and the need for Service levels to continually improve.
3. Quality approach, with testing and checking of processes and systems.
4. Quality approach to the management of Servers, storage and communications.

### Business Continuity

Work with the other departments within IT Services to ensure the University IT systems are designed and developed to support the increasing needs for disaster recovery and improved business continuity.

Deliver Operations & Response Centre Delivery service, only when there are clear recovery priorities, with well-documented, proven recovery plans, supporting the Operations & Response Centre Delivery Manager to continually improve Business Continuity processes.

### Key Interfaces

Work in partnership with other key units in IT Services to ensure the ORC Delivery function meets the requirements of all parts of the solution together with the performance, reliability, security and resilience needs of the institution.

Adopt a ‘can do’ approach, fostering and continually improving a sense of service culture by collaboration and liaison with the Infrastructure & Service Delivery Teams and the Service Centre colleagues in the delivery of service.

### Policies, Procedures and Standards

Develop and document policies, procedures and standards relating to the area of operations delivery within the Service Delivery function and support the Operations & Response Centre Delivery Manager to ensure these are regularly reviewed and updated.

### Relationship Management

Support the Operations & Response Centre Delivery Manager in developing customer service with key stakeholders/customers within the University.

In striving to deliver operational and customer service excellence, support the Operations & Response Centre Delivery Manager by acting as an ambassador to IT Services in the daily delivery of quality, and will seek to maintain good business relationships within ITS and the wider institution.

Demonstrate and encourage inclusivity, trust and rapport within the Operations & Response Centre Delivery Team, the Infrastructure & Service Delivery teams and wider IT Services teams.

Support clear, effective and timely communication from the IT department to its internal and external stakeholders relating to IT services.

Support the management team in maintaining the profile of Service Delivery Division.

Promote and exemplify the University’s values and behaviours.

### Customer Service

Support the Operational Service Delivery by ensuring that operations related to customer services provided to University staff and students are delivered efficiently and to a high standard, encouraging continuous improvement.

Take ownership of change and encourage innovation, constructively challenging accepted norms to improve ITS operational excellence.

### Site Responsibility

Assist the Operations & Response Centre Delivery Manager with overall site responsibility from an ITS perspective for nominated sites and escalate any issues that cannot be resolved locally.

## **Person Specification**

### Essential Criteria

#### **Qualifications**

* Relevant Degree/HND or demonstrable equivalent experience.
* Relevant professional certifications E.G. Microsoft Desktop, CCNA, Jamf, ITIL.

#### **Experience**

* Experience of a senior level of technical responsibility in a service delivery environment.
* Experience and knowledge of leading technical projects across users and leading change initiatives.
* Experience of meeting customers, managing expectations and providing a logical solution focused approach to issue resolution.

#### **Skills, knowledge & abilities**

* Proven knowledge of a broad range of technologies specifically within the desktop environment e.g. application delivery, networking, operating systems and their capabilities and benefits.
* Solid understanding of the an establishing IT infrastructure including core understanding of the management systems incorporated such as Active Directory, Windows Server etc.
* Proven knowledge of at least one of the following technology areas: networking, infrastructure, communications, front-end technologies, applications, audio-visual technologies.
* Excellent Communication and persuasion skills (verbal and written) including communication of technical concepts to non-technical colleagues at a range of levels within the organisation and developing consensus within disparate views.
* Highly self-motivated, organised, adaptable and disciplined with an ability to work to tight deadlines whilst managing multiple tasks and deliverables. Able to prioritise effectively and an attention to detail and drive for excellence.
* Ability to deal with difficult issues within a continuously changing environment, managing issues, objections and differences of opinion positively and effectively.
* Evidenced ability of acting as an exemplar individual in terms of high performance within a multi-disciplinary IT delivery team and contributing to the overall team’s performance constructively and professionally.
* Understanding of information security and governance.
* Creative and Innovative approach to successfully providing a consistent, high quality operational service, challenging system and process that do not focus on the customer needs.
* Ability to evidence excellent communication, engagement, persuasion and influencing skills (verbal and written).
* Strong analytical skills, ability to be decisive and takes ownership of problems.
* Responsive to customer needs, consultative and collaborative.
* Ability to deliver within tight deadlines in a demanding environment.
* Attention to detail and determination for excellence.
* Passion, energy and enthusiasm for continuous improvement and encourages innovation.
* Creates a service culture within and across teams.
* Develops and utilises expertise for the benefit of customers and colleagues. Can apply knowledge quickly to new challenges.

#### **Business requirements**

* Requirement to participate in Response Team Rota as key part of Operations Centre responsibilities.
* Flexibility with regard to working hours and travel between sites.
* Engagement with Students to ensure Service if fit for purpose, and to assist with Student employability.

### Desirable Criteria

#### **Qualifications**

* Professional and /or technical qualifications, e.g. PRINCE 2 /ITIL / CCNA / MCP or substantial, applied equivalent experience.

#### **Experience**

* Experience of working within a Higher Educational Institution.

#### **Skills, knowledge and abilities**

* Scripting skills e.g. PowerShell
* Experience of maintaining, operating, troubleshooting AV equipment
* Experience of operating, developing AV management tools e.g. Crestron Systems/Fusion etc.
* Understanding of the importance of prioritising resources, experience of working with external 3rd party contracts, and delivering service against SLA’s and OLA’s.

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)