LIPA

THE LIVERPOOL INSTITUTE FOR PERFORMING ARTS

Job Description

Job Title	ICT Systems Specialist
Salary Scale	LIPA Scale 7
Responsible To	ICT Manager
Responsible For	Not Applicable
Liaison With	Business Systems Development Manager ICT Systems Technical Officer TEL – Learning Technologist
Number in Post	1
Date Drafted	January 2024

Job Purpose

- Jointly responsible, along with the ICT Manager, for administering, supporting, and maintaining ICT provision within LIPA. This includes servers, networking, telephony, software, endpoint devices & client support.

- The following major tasks are within the overall job role:

  o Co-ordinating the ICT development in relation to teaching, learning and administration including the development of technology enhanced learner support.

  o Maintaining and developing the network and server infrastructure.

  o Co-ordinating the process of effective selection, deployment, and replacement of ICT equipment.

  o Evaluating, configuring, packaging, and deploying software for use; and

  o Providing responsive and accessible technical support for all computer users.

Job Activities

Major Task 1: Advising on the ICT cost centre

1. Work with the ICT Manager to set, develop and generate yearly operational budgets.
2. Work within the framework of LIPA Policy and Strategy.
3. Work according to LIPA's Financial Regulations.

Major Task 2:   ICT strategies and developments
1. Advise on the planning and development of ICT related projects to support the teaching, learning, support, and business process needs, in consultation with the ICT Committee and Group strategic plans.
2. Advise senior management and the ICT Committee on issues such as ICT standards, hardware, software, ICT technical and management issues.
3. Keep up to date with new developments and recommend the use of new technologies where appropriate.
4. Provide technical support for new projects / initiatives subject to appropriate service agreements.

Major Task 3: Network and server infrastructure
1. Maintain relevant networks to provide a reliable service, ensuring maximum availability and security of networked systems at all times.
2. Ensure network security, and general backup facilities operate at all times.
3. Maintain staff / student access to required services on demand, managing access rights and authentication.
4. Ensure that all operating system & software application security fixes and patches are installed, and that endpoint protection remains up to date.
5. Maintain physical and virtual server infrastructure.
6. Ensure all ICT systems remain operational, liaising with external agencies as necessary.
7. Ensure efficient and effective operation of data centres and client access to its resources.
8. Monitor the performance of the network and network services, identifying problem areas, recommending, and implementing improvements.

Major Task 4:   Deployment and replacement of ICT equipment
1. Work with members of the department to evaluate equipment that both provides value for money and performs the tasks required within budget.
2. Plan the delivery, configuration and deployment of ICT systems and replacement equipment.
3. Identify problems and faults when equipment fails.
4. Identify appropriate action to be taken as a result of equipment failure and, where appropriate, take/initiate such action.
5. Ensure equipment is upgraded in accordance with LIPA policy and all warranties are maintained.

Major Task 5:   System software and applications

1. Evaluate core system software and applications.
2. Determine whether an application would be better provisioned via RemoteApp, virtualised or standard installation.
3. Install, configure, and package software for deployment, ensuring compatibility with existing hardware and software is maintained.
4. Assist employees and students with the basic usage of core software and applications.

Major Task 6: User Support

1. Provide third line technical support for computer users, responding to escalated problems.
2. Provide third line support to the Business Systems Manager and liaise with them to ensure the infrastructure relating to their systems is suitable and fit for purpose.
3. Work with the ICT Systems Technical Officer to advise and implement solutions to problems logged via the faults and requests system.
4. Ensure that fault and request logs are attended to within agreed time scales.
5. Identify and troubleshoot problems with all aspects of ICT systems, including network, communications, servers, endpoints and general problems with hardware and software.
6. Provide knowledge transfer to others via documentation and demonstration. In addition, to identify any further specialist training that may be required to ensure business continuity.

Major Task 7:   Other common duties

1. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed.
2. Changes outside this description will only be made after consultation with the object of reaching agreement, with the person concerned, and will be recorded on the individual's job description. If, however, after consultation, the person concerned is not in agreement with the proposed change, then they would be able to use the grievance procedure.
3. The postholder will also be expected to complete common duties expected of all LIPA staff.

Location:

The job is located on the LIPA HE campus at Mount Street/Pilgrim Street. From time to time the post holder may be required to work on different duties, at other locations as appropriate. In such instances, the qualifications, experience, current duties and responsibilities and personal circumstances of the post holder will be considered.

Hours:

37.5 hrs per week, Monday – Friday. Occasional out of office hours working will be required, involving evenings or some weekends.

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Person Specification – ICT Systems Specialist

		To be identified by:
Education and Qualifications:		
A degree or equivalent qualification in ICT or similar relevant subject.	Essential	Application Form/Qualification Certificates
Appropriate Apple/Microsoft certification or equivalent.	Desirable	Application Form/Qualification Certificates
Experience:		
Experience within a similar role in an educational setting.	Desirable	Application Form and Interview
Supporting wide area routed networks.	Essential	Application Form and Interview
Desktop hardware/software configuration / InTune / JAMF.	Essential	Application Form and Interview
Server hardware & software configuration.	Essential	Application Form and Interview
Internet Information Server / PHP / MySQL / Apache / .NET.	Essential	Application Form and Interview
Microsoft Exchange Server.	Essential	Application Form and Interview
Windows Remote Desktop Services & Virtual Desktop Infrastructure.	Essential	Application Form and Interview
Windows Server and Active Directory.	Essential	Application Form and Interview
Server virtualisation platforms (Hyper-V / VMWare / XCP-ng).	Essential	Application Form and Interview

Software virtualisation (App-V / RemoteApp / VDI).	Essential	Application Form and Interview
Microsoft Office, including MS Teams administration.	Essential	Application Form and Interview
Backup & disaster recovery planning.	Essential	Application Form and Interview
Firewalls and proxy servers.	Essential	Application Form and Interview
TCP/IP-based Ethernet network (DNS, WINS, DHCP, RADIUS, IPv4, IPv6).	Essential	Application Form and Interview
Apple Mac / Linux Operating Systems.	Essential	Application Form and Interview
Microsoft SQL Server.	Essential	Application Form and Interview
Windows Deployment Server (WDS) / Intune / JAMF.	Essential	Application Form and Interview
Experience of wireless networking technologies.	Essential	Application Form and Interview
Azure Active Directory / Entra.	Essential	Application Form and Interview
VoIP telephony and Session Border Controllers.	Essential	Application Form and Interview
Skills and Knowledge:		
Microsoft Development Skills (Scripting, PowerShell, .NET).	Desirable	Application Form and Interview
Experience in assisting, capturing and documenting customer requirements.	Essential	Application Form and Interview
Organised and methodical, with good project management skills.	Essential	Application Form and Interview
Excellent oral and written communication skills, in particular the ability to communicate technical information to non-technical staff.	Essential	Application Form and Interview

Ability to work well as part of a team.	Essential	Application Form and Interview
Ability to use own initiative and work autonomously.	Essential	Application Form and Interview
Ability to assimilate detailed information and identify key issues.	Essential	Application Form and Interview
Ability to identify areas for improvement and identify possible solutions.	Essential	Application Form and Interview
Ability to develop and maintain good working relationships at all levels.	Essential	Application Form and Interview
Ability to exercise discretion and deal with confidential matters with sensitivity.	Essential	Application Form and Interview
Personal qualities:		
Tenacity.	Essential	Interview
Proactive and 'can do' attitude.	Essential	Interview
Attention to detail.	Essential	Interview
Commitment:		
To LIPA's Equality, Diversity and Inclusion policies and practice.	Essential	Interview
To the provision of a high level of service to the customers of the Institute.	Essential	Interview
Enthusiasm and flexibility.	Essential	Interview