

RAVENSBOURNE

ROLE DESCRIPTION AND PERSON SPECIFICATION PROFESSIONAL AND ADMINISTRATIVE STAFF

Role Title: Senior IT Solutions Specialist

Service: IT Services

Pay Band: D

Reports to: Head of IT Operations

Purpose of Role:

The purpose of this role is to be a lead on the design and build of modern technology based solutions to ensure the efficient operation of the organisation. The post holder will provide direction, guidance and feedback to team members, as well as ensuring the execution of controls and audits, managing security and access to IT resources, and developing and implementing IT solutions that meet the needs of our staff and students. You will work closely with stakeholders, developers and other IT professionals to analyse existing systems, identify requirements, propose and implement solutions.

The IT Senior Solutions specialist will design, build, manage and support the organisations desktop and mobile computing devices and labs (Windows and Apple Mac) as well as its key desktop and enterprise software platforms.

The role will also be involved in developing custom solutions using new and emergent technologies to empower and transform the organisations digital capabilities including digitisation of processes, automation, workflow, IOT Technologies, machine learning and AI, virtual workspaces and virtualised application delivery systems.

Role Responsibilities:

- Monitor, support and manage the integrations between services
- Provide 2nd/3rd line support of Windows and Mac devices including troubleshooting complex faults with software and hardware
- Design and improve the client environment with centralised tools (Azure AD and Intune), writing custom scripts and workflows as necessary
- Desktop and Enterprise application strategic development – leverage unused capabilities, evaluate and implement feature enhancements to platforms

- Office 365 Systems Administration – Configuring and overseeing the use of O365, creating policies and defining controls to govern access and data
- Take part in developing security policies and procedures
- Liaise with colleagues in IT Services to develop high quality, innovative and cost effective solutions for the provision of services.
- Examine and analyse existing IT systems and business models and identify opportunities for improvement
- Solutions Development – Building custom solutions to solve business problems or innovate business processes (i.e. Interactive chat bots, Automation of workflows, PowerApps etc)
- Creation of end user and system administrator documentation. Providing training and guidance on the use of current and new technologies to staff across the organisation.
- Evaluate and test solutions and ensure quality standards are met
- Contribute towards the generation and maintenance of knowledge management documentation and procedures.
- Follow the SLA's and ITIL processes ensuring incidents and queries are dealt with in an effective and timely manner.
- To keep abreast of new technology and to develop such skills as are required to remain effective in this role and be able to recommend new technologies, products and best practices
- Undertake such training, re-training and updating as may be necessary to fulfil the requirements of the above. It is expected this will be largely self-led learning initiated by the post holder.
- Assist with the implementation of IT projects, supporting the testing, training and release of new products and technologies
- Designing scripts for the operational Testing of technologies and products
- Monitoring and driving progress on cyber security initiatives in relation to client devices
- Deputise for the Head of IT Operations when requested / required to.
- Undertake other duties, at any location in support of IT Services departmental or wider institutional objectives.

General Responsibilities:

- Engage in Institution-wide committees or working parties when required.
- Demonstrate understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne's Code of Conduct and other Rules.
- Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate.
- Carry out the policies, procedures and practices of Health & Safety in all aspects of the role.
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work, and show commitment through everyday practice in the role.
- Work in accordance with, and promote Ravensbourne's environmental sustainability policy and practices.

Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):

- Head of IT Operations, IT Solutions Specialist, Head of Technology

Person Specification (Knowledge, Skills and Behaviours)

| | Essential | Desirable |
|---|-----------|-----------|
| <u>Core Personal Skills</u> | | |
| Minimum Qualification Required: Degree in a related field or equivalent experience | ✓ | |
| Customer focus and service Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them. | ✓ | |
| Team working Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved. | ✓ | |
| Communicating and relating to others Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon. | ✓ | |
| Organising work Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met. | ✓ | |
| Problem solving and decision making Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation | ✓ | |
| Future focussed and change-ready Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements. | ✓ | |

| | Essential | Desirable |
|---|-----------|-----------|
| <p><u>Professional and Administrative knowledge and know-how</u></p> <p>Service Knowledge and its application</p> <p>Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to Ravensbourne's nature, scale and complexity, and keeps that knowledge and its application up to date and relevant</p> | ✓ | |
| <p><u>Professional and Administrative service delivery, systems and processes</u></p> <p>Delivering the service</p> <p>Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement</p> | ✓ | |

Person Specification (Technical Skills and Experience)

| | Essential | Desirable |
|--|-----------|-----------|
| 4 Years experience in the technical support of desktop, mobile devices and common software packages | ✓ | |
| Experience in the support and management of enterprise software platforms (finance, timetabling, student record, document management, email systems) | ✓ | |
| Installing, Configuring and licencing software on an enterprise network | ✓ | |
| Administration of Active Directory – Policy management, Group and Object management | ✓ | |
| Experience of building workflows and systems automation | ✓ | |
| Experience of using cmd/run to execute windows functions through CLI | ✓ | |
| Management of admin rights and configuration of file permissions on windows folders | ✓ | |
| Support and configuration of printers, scanners, plasma screens and IOT Devices | ✓ | |
| Knowledge of O365 Products | ✓ | |
| Experience of O365 Systems Administration | ✓ | |
| Knowledge of intermediate enterprise networking (DNS, DHCP, TCP/IP etc) | ✓ | |
| ITIL V3 | ✓ | |
| Cyber Security Knowledge – current and emergent threat awareness | ✓ | |