Junior Systems Technician
Job Description

The Role

Job title:	Junior Systems Technician
Department:	Digital Innovation
Responsible to:	Digital Architecture Manager
Location:	Royal Agricultural University, Cirencester
Salary:	Grade 3: £21,253.50 - £23,144.10
Term:	35 hours per week, Permanent
Relationships with:	Staff, students, customers, suppliers and contractors

Purpose

We work flexibly in a number of ways, so at your interview feel free to talk about what flexibility means to you. There are no guarantees, however, examples of how our employee already work flexibly include part-time, job share, hybrid-working and compressed hours.

Key Responsibilities

1. Provide technical support within the Digital Architecture team

2. Monitor and maintain hardware and systems

3. Work with colleagues to ensure that services are secure

4. Receive and respond to incoming calls, and/or e-mails regarding service requests or problems

5. Prepare, maintain, and adhere to procedures for logging, reporting, and statistically monitoring network and system data

6. Perform routine tasks, such as, system backups and recovery

7. Maintain inventory of network and hardware assets

8. Maintain routine documentation as it relates to system and asset change and maintenance activities

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9. As directed, undertake configuration and management of systems e.g. CRM

10. Support of the University telephone systems

11. Work both in partnership with the Digital Architecture team and across the University, to develop an in-depth understanding, and documentation, of the University's requirements for management information and pedagogic services and systems.

12. As directed, develop, test, and maintain new and existing student-facing websites and web-based applications to meet the University's business needs.

13. Participate in the development of enhancements to both real-time and batch interfaces, using middleware and web technologies, between a number of locally and remotely hosted systems, including but not limited to the University's Student Records, Finance, Accommodation, Library, HR and Payroll systems.

14. Conduct and document testing at unit and system level and assist with end-user acceptance testing.

15. Participate in the delivery of knowledge transfer to end users on new business applications and to technical staff on new technologies.

16. Provide support as required to staff, students, guests and visitors by assisting with any digital issues they may have encountered, as required.

17. Investigate and resolve issues elevated by the Digital Operations team, working with suppliers when required and monitoring their progress through to resolution.

18. Undertake on-going personal and professional-based development, ensuring skills and knowledge are up to date so that the role is performed to the required level.

19. Carry out such other tasks as may be requested by the Director of Digital Innovation and Digital Architecture Manager.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.

- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.

- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.

- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.

- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.

- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.

- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.

- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.

- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.

- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.

- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
Educated to A level in computer sciences or equivalent qualification or experience in a related field	E	A, B
Professional qualifications (e.g. Microsoft certification)	D	A, B
Knowledge, Experience and Skills:		
Previous experience of working in the UK Higher Education sector	D	A, B
Experience of IT systems and their support and maintenance	D	A, B
Skills		
Experience of work within a fast-changing business and technical environment	D	A, B
Evidence of self-motivation, proactive with a positive attitude, notably to identify service improvements	E	A, B
Ability to design database structures to meet technical requirements	D	A, B
Ability to produce well-structured and documented code	D	A, B
Ability to follow technical test scripts and associated documentation	D	A, B
Working knowledge of some of the following technologies:		
▪ Database configuration e.g. MS SQL	D	A, B
▪ Programming languages e.g. .Net, C#, HTML/CSS, XML	D	A, B
▪ Web Services	D	A, B
▪ Operating systems e.g. IOS or Windows	D	A, B
▪ Network protocols and configuration	D	A, B
▪ Hardware and software support	D	A, B
▪ Server and storage management	D	A, B
Evidence of quickly learning / effectively adapting to new technologies	E	A, B
Evidence of problem-solving, analytical and organisational skills	E	A, B

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Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Self-motivated and able both to work on own initiative and as part of a (potentially multi-disciplinary) team	E	B
Ability to remain effective when faced with competing objectives and tight deadlines	D	B
Ability to manage confidential and sensitive information with tact and discretion	E	A, B

Application Procedure

If you are interested in applying for this role, please send:

- University Application Form together with the Equal Opportunities Monitoring Form available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.

- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk.

- **Closing date**: 8th October with **Interviews on:** 17th October

- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

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