

## Job Description

<b>Job title</b>	Platform Analyst
<b>School/Service</b>	Digital Services
<b>Normal Workbase</b>	Stoke
<b>Tenure</b>	Permanent
<b>Grade/Salary</b>	Grade 6
<b>FTE</b>	37 hours per week/ 1.0 FTE
<b>Date prepared</b>	June 2022

### Job Purpose

Maintain central user authentication systems (principally Active Directory) and develop methods for automatic user creation. Provides advice and guidance to users on directory and authentication functionality, correct operation or constraints, and devising work-arounds, correcting faults, or making general or site-specific modifications. The role maintains configuration of directory services, registration systems and monitoring of authentication systems performance, and works with digital Services colleagues to deliver service improvements. Maintains the hardware, software and database infrastructure for all systems that monitor and maintain operational platforms such as the configuration of desktop and laptop images, tablets, and mobile devices, and University print services. Carries out installation and operational management of platform software and office productivity platforms such as Sharepoint, Tridion (CMS) and Exchange/Office 365.

Controls and monitors central antivirus infrastructure; firewalls; email anti-spam and anti-phishing systems; carries out central patch management and server hardening tasks. Where a security breach is suspected or occurs provides the technical investigative and remedial support.

### Relationships

Reporting to:	Platform Lead
Responsible for:	No line management responsibility

## SFIPlus Core Level Definition Level 4: Enable

### **Autonomy**

Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.

### **Influence**

Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.

### **Complexity**

Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.

### **Business Skills**

Selects appropriately from applicable standards, methods, tools and applications. Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing technologies and their application and takes some responsibility for driving own development.

## **Main Activities**

- Receives and logs requests for support from help desk, other service delivery staff and/or users. Prioritises requests in accordance with agreed criteria and the needs of the organisation.
- Within a broad area of competence, investigates issues and other requests for support and determines appropriate actions to take.
- Within own area of competence, provides correct responses to requests for support by means of for example: making system modifications, developing work-arounds or site-specific enhancements, manipulating data, reconfiguring systems, changing operating procedures, training users or operations staff, producing additional documentation, or escalating requests to systems development staff or software suppliers. Ensures all work is carried out and documented in accordance with required standards, methods and procedures.
- Provides advice and guidance to less experienced colleagues where required.
- Monitors progress of requests for support and ensures users and other interested parties are kept informed. Takes corrective action to avoid or minimise delays.
- Liaises with systems development staff or software suppliers on the development of system enhancements to overcome known problems or further fulfil user requirements.
- In accordance with agreed procedures, monitors application systems for which responsible by regular scrutiny of reports from the applications software, systems software or service delivery staff. Notes problems and identifies performance trends. Takes corrective action to improve performance and to avoid problems arising.
- Accepts new releases of applications software from systems development staff or software suppliers.
- Initiates speedy and permanent resolution to problems in systems and services, by coordinating the efforts of the resolution team or teams. Documents such incidents and problems within the configuration

management defect/problem reporting system. Matches unresolved incidents against existing problems, known errors and other incidents.

- Initiates the implementation of agreed remedies, in close liaison with the service desk, incident management, change management, configuration management and asset management functions.
- Initiates preventative measures, such as identifying and investigating suspect software and other components. Ensures that existing problems and known errors in systems and services being brought into operation are understood and managed in the same way as those arising from operational incidents. Supports service level management in monitoring the impact of problems on agreed service levels, and initiate any appropriate improvement actions.
- Produces reports and registers on defect/problem reporting data (e.g. data extracted from the incident management/configuration management system/known error database). Takes agreed actions relating to problem investigation and resolution within the allotted timescales.
- Provides information and advice relating to problem management. Supports service level management on reporting on achievement of problem targets in line with service level agreements.
- Analyses incidents and problems to show trends and potential problem areas, so that actions can be taken to minimise the occurrence of incidents and to improve the process of problem reporting, analysis and resolution. Assesses and reports the probable causes of incidents and consequences of existing problems and known defects.
- Maintains awareness of the implication of any legislation or other external regulations which affect security within any defined scope of activity.
- Investigates and reconciles violation reports and logs generated by automated policing mechanisms in accordance with established procedures and security standards. Investigates any other identified security breaches in accordance with established procedures. Where appropriate (i.e. involving employees within own organisation) interviews minor offenders and compiles reports and recommendations for management follow-up.
- Assists users in defining their needs for new access rights and privileges. Operates and administers both physical and logical access controls and directly associated security services relating to all platforms used in order to provide continuous and secure access to information services.
- For all services and systems within digital security management, maintains auditable records and user documentation. Assists in the preparation and maintenance of other documentation such as business recovery plans, particularly in the data collection and compilation/production/distribution phases of the exercise.
- Provides advice and handles enquiries relating to other security, contingency planning and related activities.
- Plan for the transition of services between environments and/or suppliers and act on that plan.
- Set up a shared sandbox testing environment as part of the deployment pipeline, ensuring that everyone working on the product design, development or maintenance has a clear, easily accessible place to review the latest version of the software.
- Undertake load testing, simulating certain types of Denial of Service attacks, including Distributed Denial of Service attacks, to ensure sites and applications work under realistic load (traffic) conditions.
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.
- To undertake other such responsibilities as may reasonably be required.

## Special Conditions

The role holder will be required to travel between sites from time to time in a cost-effective manner, which may be through the use of a car.

The postholder may be required to undertake planned IT out-of-hours support activities, up to 4 hours / month on Saturday or Sunday, and up to 4 hours / month during the evening (Monday to Friday). The postholder will be entitled to time-off-in-lieu, to be recorded on a flexi-sheet and agreed in advance with their manager. A minimum of 4 weeks advance notification will usually be provided, although there may be some exceptions due to 'emergency' requirements.

If, in exceptional circumstances, additional hours of evening/weekend work are required in any month, time-off-in-lieu or overtime would apply in accordance with the University Remuneration Policy.

The postholder will be required to participate in a rota to provide IT on-call cover to maintain business critical systems. The times covered by the support rota will be:

Monday – Friday 5.00pm - 10.00pm

Saturday/Sunday/ Bank Holidays\* 9.00am - 5.00pm

\*Excluding Easter Sunday, Christmas Day, Boxing Day and New Year's Day

A payment for each evening, weekend and bank holiday 'sessions' will be made.

In addition to the above, the postholder will be compensated for any time spent handling unplanned activities by either time-off-in-lieu or overtime at the appropriate rate for their grade. Expenses claims for journeys into work to investigate unplanned out-of-hours problems will be paid in accordance the University Expenses Policy. However, in the event that there is a change in University policy, these payments cannot be guaranteed in the future.

## Professional Development

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

## Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

## Conditions of Service

You will be employed by Staffordshire University Services Limited.

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which recruits and provides both academic and professional support staff to the University. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

## Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

Staffordshire University will use anonymous application forms for this role, however we recognise that applicants may want to include additional information demonstrating their research or publications. If you choose to upload any supporting documents that contain identifiable data, your application will no longer be considered anonymous.