Job Description

Job title	Platform Analyst
School/Service	Digital Services
Normal Workbase	Stoke
Tenure	Permanent
Grade/Salary	Grade 5
FTE	37 hours per week/ 1.0 FTE
Date prepared	June 2022

Job Purpose

Administer central user authentication systems (principally Active Directory) Provides advice and guidance to users on directory and authentication functionality, correct operation or constraints, and implement work-arounds, correct faults, and make general or site-specific modifications.

Carries out routine installation of platform software and office productivity platforms such as Sharepoint, Tridion (CMS) and Exchange/Office 365 referring to, or under the supervision of, more senior technical colleagues as appropriate.

Administers central antivirus infrastructure; firewalls; email anti-spam and anti-phishing systems; carries out central patch implementation tasks. Where a security breach is suspected or occurs assists with remedial support.

Relationships

Reporting to: Platform Lead

Responsible for: No line management responsibility

SFIAplus Core Level Definition Level 3 : Apply

Autonomy
Works under general direction. Uses discretion in identifying and responding to complex issues and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.

Influence
Interacts with and influences colleagues. Has working level contact with customers, suppliers and partners. May supervise others or make decisions which impact the work assigned to individuals or phases of projects.

Complexity
Performs a range of work, sometimes complex and non routine, in a variety of environments. Applies methodical approach to issue definition and resolution.

Business Skills
Demonstrates an analytical and systematic approach to issue resolution. Takes the initiative in identifying and negotiating appropriate personal development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures. Appreciates the wider business context, and how own role relates to other roles and to the business of the employer or client.

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.

- Within own area of competence, and following agreed procedures, 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 modifications to system parameters, developing work-arounds or site-specific enhancements, 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.

- 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. Referring to more senior colleagues where necessary, takes corrective action to improve performance and to avoid problems arising.

- Initiates action to resolve problems in systems and services. Documents such incidents and problems within the configuration management defect/problem reporting system. Matches unresolved incidents against existing problems, known errors and other incidents (including parent incidents).

- Assists with the implementation of agreed remedies and preventative measures, in close liaison with the service desk, Incident management, change management, configuration management and asset management functions.

- Supports service level management in monitoring the impact of problems on agreed service levels.

- Produces reports on defect/problem reporting data (e.g. data extracted from the configuration management system/known error database). Takes agreed actions relating to problem investigation and resolution within the allotted timescales.

- Investigates and reconciles violation reports and logs generated by automated policing mechanisms. Investigates any other minor security breaches, in accordance with established procedures and security standards. Compiles reports and recommendations for management follow-up.

- Assists users in defining their needs for new access rights and privileges. Operates and administers physical and logical access controls relating to one or more platforms in order to provide continuous and secure access to information services and/or the infrastructure resources supporting them.

- For all services and systems within digital Security Management, maintains auditable records and user documentation. For example, assists in the preparation and maintenance of evidence required for internal and external audit purposes, and for business recovery plans, particularly in the data collection and compilation/production/distribution phases of the exercise.

- Provides advice and handles most enquiries relating to information security, contingency planning and other related activities with only infrequent reference to more senior staff for assistance.

- 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.

- Manage email and collaboration platforms, including the management of activities such as provisioning accounts, monitoring security and capacity of systems, understanding the cost implications of using hosted services

- 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.