![University of East Anglia logo](UEA University of East Anglia)

DATA CENTRE TECHNICIAN

IT AND COMPUTING SERVICES

TC897

CANDIDATE BROCHURE

CONTENTS

WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Our Professors Corinne Le Quere, Rachel Warren and Robert Nicholls were recipients of Nobel Peace Prize (2007), awarded to Al Gore and the Intergovernmental Panel for Climate Change (IPCC) in recognition of efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.

Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Colin Jenkinson, Data Centre Manager via email c.jenkinson@uea.ac.uk.

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.

OUR BENEFITS

UEA offers a fantastic benefits package for staff. We recognise all our staff have different priorities and lifestyles so we are continually reviewing our offering to ensure there are benefits which suit everyone. Current benefits include:

Competitive Rates of Pay	25 Days Holiday	14 Additional Statutory and Customary days	Contributory Pension	Staff Development	Sportspark Discount	Research Support
Health and Wellbeing	Library	Campus Facilities	Care Leave Policies	Sainsbury Centre for Visual Arts	Ofsted Outstanding Nursery	And much more!

Further information can be found on our Staff Benefits page.

THE ROLE

The role holder will be part of the Data Centre Team that is responsible for the installation, deployment and management of all systems and servers within the University's two main Data Centres. This includes responsibility for over 500 servers, network equipment and data centre environmental control systems, the team are also responsible for facilities managed systems for Schools.

KEY RESPONSIBILITIES

- Installation and deployment of new servers and other equipment, including network equipment and data centre environmental control systems.
  - Liaising with system owners, both internal and external to determine system requirements.
  - Hardware installation, installing and configuring server operating systems to required standards for the service.
  - Developing appropriate backup and restoration regimes to meet individual service requirements.
  - Ownership of the patch management process, working with IT System owners to establish and maintain regular patching of all systems.
  - Authoring and maintaining service documentation to support operational, disaster recovery and business continuity and out hours support functions.
  - Managing system hardware decommissioning and ensuring that disposal of all equipment meets required standards for data security.
- Development and documentation of protocols for the installation and configuration of new types of hardware, operating systems or software.
  - Providing training to other team members.

- Management of the operational support for all systems in the Data Centres including:
  - Monitoring systems to ensure data security.
  - Performing backups and restores in the event of system failure and/or user requests.
  - Ensuring the quality of the Data Centre environment including physical access, power, cooling and CCTV as well as gathering capacity planning information.
  - Managing server performance, including proactive checks on the operational running of systems.
  - Ensuring the provision of operational statistics and management reports on the Data Centre.
- Initial diagnosis and resolution of problems on all systems within the Data Centres. Escalation of problems to the Data Centre Manager, Systems Specialists, the Network Team, or other service owner when required.
- Managing all maintenance and repair work on all systems, liaising with suppliers and arranging call-out for hardware issues.
- Installing server hardware upgrades.
- Coordination of the patching schedule across University systems, ensuring patches are applied to the agreed level.
- Liaise with all systems owners to agree a coordinated schedule for system downtime for maintenance and patching.
- Installation of patches and hot fixes to specific central systems.
- Generation of routine patching status reports.

THE ROLE (CONTINUED)

- Configuring security logging software onto servers with assistance from the Systems Team if required. Assisting with the investigation of breaches of system security and providing information when requested to do so.
- Managing the secure physical access to the Data Centres.
  - Ensuring only authorised staff are permitted access.
  - Monitoring the access logs to identify unauthorised access.
  - Ensuring personal health and safety and that of visitors to the Data Centres.
- Managing Data Centre monitoring and alarming services for physical access, environment, power and cooling and proactively monitoring them.
- Managing the hardware maintenance contracts of the equipment in the Data Centres and negotiating with suppliers as appropriate.
- Managing the software licensing contracts for the servers in the Data Centres and negotiating with suppliers where appropriate.
- Managing the inventory of equipment in the Data Centres.
- Responsible for ensuring appropriate communication is provided on the status of service to the IT Service Desk (for onward transmission to the user community), User services, System owners and IT Support staff. Direct communication and system updates to the IT support community.
- Liaising with suppliers and contractors.
- Leading project strands or small projects and contributing to projects as required.
- Developing and delivery of training to IT Service Desk and Faculty-based support staff.
- Preparing quotes for equipment or software required for the Data Centres.
- Keeping abreast of relevant technologies and practices.

- Assisting with the development and delivery of Data Centre support for partner intuitions as required.
- Working with the Data Centre Manager to develop, implement and monitor working standards and best practice guidelines.

GENERAL INFORMATION

There will be a requirement to work outside normal hours, either to attend appointments/meetings or to meet specific deadlines.

IT systems are regularly upgraded and full replacement systems are procured from time to time. The role holder will be expected to attend staff training sessions to refresh and update systems knowledge, additionally the role will be expected to use a variety of sources to investigate and source the knowledge required to support new systems.

The role holder may be expected to represent ITCS/UEA at appropriate internal and external meetings.

The role holder may lead small projects or project stands, involving the need to supervise the work of others involved in project delivery.

All role holders are expected to undertake such other appropriate duties as may be requested by the ICT Systems Director.

The role holder may be a member of the out of hours cover scheme which will involve out of hours call out and involvement in standby rota as requested.

SYSTEMS CURRENTLY SUPPORTED

Hardware	
Servers	HP Proliant DL and ML range, C class Blade systems
Environmental Monitoring	Jacarta SP2/8, ZonePod and Imeter with sundry sensors, Deep Sea Unit and Trend/BMS
Storage	IBM disk subsystems – SAS & SD, IBM Storage Virtual Controllers, V7000 Hyperswap and V5000. NETAPP Fabric Attached Storage IBM tape library
High Performance Cluster	Fujitsu nodes
Operating Systems	
Linux	Red Hat Enterprise 6 and 7
Windows	Windows Server 2012, 2016 and 2019
Virtual Servers	VMWARE ESX v6
E-science compute cluster	Centos and Platform FSF OS
Systems	
Email	Office 365
Backups	IBM Spectre, UNIX Dump and Robocopy
Webservers	Apache, IIS, Tomcat
Authentication/authorisation	Microsoft Active Directory, Quest Authentication Services
Server/Service Monitoring	System Insight Manager, Oneview, ILO, Virtual Connect, Onboard Administrator, System Centre Configuration Manager, System Centre and Operations Manager

Server management	Microsoft System Centre Configuration Manager and VSphere
Antivirus	Microsoft System Centre Endpoint Protection,
Patching	Microsoft Windows System Update Service, RedHat YUM update, Ivanti Heat/Patchlink

THE PERSON

EDUCATION, QUALIFICATIONS AND PREVIOUS EXPERIENCE

- HND (or equivalent qualification) in Computing or related subject area (or equivalent directly relevant experience) (E)

- Degree in Computing or related subject area (D)

- Membership of an appropriate professional organisation (D)

- ITIL v3 Foundation (D)

- Experience of working in a large scale Data Centre environment (D)

TECHNICAL/PROFESSIONAL SKILLS

- Knowledge of Windows server operating systems (Windows server 2012/2016) and/or Unix operating systems (RedHat) (E)

- Documentation skills (E)

- Knowledge of server hardware including installation and decommissioning including racking and cable routing (D)

- Knowledge of managing storage area networks (SAN) (D)

- Knowledge of server backup

software and procedures (D)

- Knowledge of server patch management tools (D)

- Knowledge of server monitoring tools (D)

- Knowledge of a Data Centre environment i.e. power, cooling, resilience, etc. (D)

- Understanding of database systems and tools (D)

- Working knowledge of project management (D)

PERSONAL ATTRIBUTES

- Excellent oral, written and interpersonal skills with ability to deal face-to-face, via telephone and email with individuals from a variety of backgrounds, culture and nationalities (E)

- Strong analytic and problem solving skills in a computing environment (E)

- Commitment to the service ethos and a user focussed approach (E)

- Self-motivated, able to work independently without close supervision and within a small team (E)

- Ability to work accurately with attention to detail (E)

- Flexible approach to work including the

ability to work to tight deadlines (E)

SPECIAL CIRCUMSTANCES

- Ability to work across our campus to undertake the full range of responsibilities associated with the role (reasonable adjustments will be considered for an individual in line with the Equality Act 2010) (E)

- Ability and willingness to participate in the Out of Hours cover scheme (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

This full-time post is available on an fixed term basis until 31 December 2024.

Salary will be £29,605 to £36,024 per annum on Grade 6 on the single salary spine.

Place of Work - The University is supporting a hybrid-working pilot of at home and on campus 'hybrid' working for many roles. We encourage discussions about how your working arrangements can be agreed to best balance the needs of the role and your personal circumstances.

The flexibility of the hybrid-working model allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

There will be varying requirements for different roles, further details will be discussed at interview. In ITCS in addition to any operational needs, all hybrid workers are currently required to attend monthly 'Team Anchor Days' on campus. If a remote working contract is issued, remote workers will be required to attend quarterly 'Team Anchor Days' on campus.

All other posts - If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the Skilled Worker route if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact staff.visacompliance@uea.ac.uk

The post is superannuable under the Group Personal Pension and there is an annual holiday entitlement of 25 days plus statutory (8 days) and customary (6 days) holidays, pro rata for part-time. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at https://www.uea.ac.uk/about/working-at-uea.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: https://vacancies.uea.ac.uk

The closing date for this role is 11:59pm on **3 October 2024**.

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process.

It is anticipated that interviews will take place via Microsoft Teams on **14 October 2024** and we will inform you of the outcome of your application prior to this date.

ABOUT THE IT AND COMPUTING SERVICE

The scope of the Division covers all aspects for IT Provision for the Universities Faculties, Schools and Professional Services divisions. Services are provided to students and staff covering both educational and research activities. The Division is headed by the Chief Information Officer, whose direct reports include:

•   Assistant Director of IT Delivery

•   Assistant Director of IT Service

•   Assistant Director of Infrastructure Operations

•   Head of Information Compliance

The division is undergoing significant change with the aim of building on solid foundations that have served the University very well over the recent past.

•   Evolving processes – this includes our business engagement, planning and project acceptance as well as IT Service Management. Improvement in other operational processes are also underway and planned.

•   New Technology – we have recently delivered a significant refresh of our networking infrastructure, including a renewal of Wi-Fi. We are expanding our adoption of productivity tools, both internally to ITCS and across the wider University in response to the emerging needs of higher education.

•   Culture – our recently launched values (collaboration, empowerment, respect, integrity and growth) are helping reshape our behaviours to create an environment where all thrive together.

People and Leadership are at the centre of what we do. We are investing in our people, including new roles and a focus on personal and professional development. While we value excellent technical skills, we also recognise the important role that good leadership plays in what we aim to achieve. Engagement and communication play a very important part in enabling and facilitating our journey. Above all else, a focus on the outcomes for our students and staff are at the forefront of our thinking.

Further information on the IT and Computing Service is available at: https://www.uea.ac.uk/about/university-information/it-information

OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

✦ AMBITION
✦ COLLABORATION
✦ EMPOWERMENT
✦ RESPECT
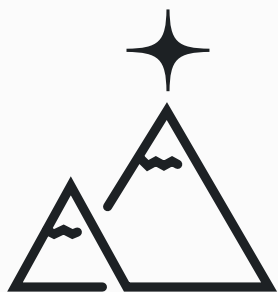
AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.

COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.

EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.

RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.

- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.

- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.

- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.

- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.

A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the 'three pillars' of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and 'eco' products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on Twitter @SustainableUEA

OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office), banking facilities and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.

NORWICH
A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930's parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite https://www.uea.ac.uk/about/working-at-uea. Additional information about living and working in the city of Norwich can be found at https://www.workinnorwich.co.uk/

> *If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.*

STEPHEN FRY

LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS
CAMBRIDGE • 1 HR 15 MINS
BIRMINGHAM • 4 HOURS
Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR
CROMER • 45 MINUTES
SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES
STANSTED AIRPORT • 2 HOURS
London is a major airline hub and all main international destinations are easily accessible

CROMER

KING'S LYNN

NORWICH

SOUTHWOLD

BURY ST EDMUNDS

CAMBRIDGE

IPSWICH

COLCHESTER

LONDON

An internationally renowned university, UEA is ranked in the UK Top 30 (The Times/Sunday Times 2024, Guardian University Guide 2023 and Complete University Guide 2023) and the World Top 50 (Times Higher Education Impact Rankings 2023), where it ranks in the World Top 100 for research citations (Times Higher Education World University Rankings 2023), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our website.