**Senior ICT Systems Analyst**

**Job Description**

**1. Job Details**

|  |  |  |  |
| --- | --- | --- | --- |
| Job Title: | Senior ICT Systems Analyst | Job Family: | Management, Specialist & Administration |
| Line Manager: | Head of ICT & Information Services | Grade: | 6 |
| Full Time/Part Time: | Full Time (37 hrs per week) | Duration of Appointment: | Permanent |

**2. Job Purpose**

To develop, implement, and maintain critical ICT infrastructure and Research specific services to meet the business and cyber-security requirements of the SAMS Group. Take responsibility for the High-Performance Computing (HPC) systems and share in the administration of our other systems and server estate, including network switches.

**3. Main Responsibilities**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | *Responsibility Areas* | *Approx. %*  *of time* | | **Server Infrastructure:** Implement, configure, maintain, patch/upgrade, secure and monitor all Microsoft and Linux servers and services. | 40 | | **High Performance Computing:** Manage, maintain, secure, and provide support for the SAMS HPC systems. | 25 | | **User and Endpoint Management:**  As part of the ICT team share in managing, maintaining, and securing the SAMS Active Directory (AD), Azure AD and Office 365 tenancy. | 15 | | **Networking & Wi-fi:**Configure, install, secure, and maintain network devices, including routers, switches, VPN and firewalls***.*** | 5 | | **Cyber-Security:** Take an active role in maintaining a secure ICT environment, in collaboration with SAMS & UHI ICT staff. | 5 | | **Infrastructure development:** Investigate new IT infrastructure improvements to implement new technologies and tools, minimising service impact and adhering to technical and security requirements. | 5 | | **Service Desk:** Respond to help-desk calls determined by their priority. | 5 | | Be pro-active in the application of SAMS Health and Safety Procedures. | Ongoing | |  |

**4. Planning and Organising**

* Planning maintenance and update schedules of existing systems and services.
* Planning the scheduling and provisioning of jobs on the HPC cluster.
* Planning, testing and deployment of new systems.
* Planning and prioritising of own work on daily, weekly and long-term basis.
* Work on several projects at once and setting priorities to meet deadlines.
* Respond to urgent problems, crises, and service disruptions with appropriate level of priority relative to long-term goals.

**5. Problem-Solving**

* Analyse problems with systems: design, implement new solutions to solve these.
* Investigate solutions to meet institutional, user and/or research requirements.
* Assist in forensic analysis of system or network failures and security breaches.
* Identify when technical problems require input from other external specialists.

**6. Decision-Making**

* Determine which hardware and/or software is required to provide IT services.
* Decide which new IT services are feasible to provide.
* Determine which tasks are priorities and act upon them accordingly.
* Assess IT security risks and decide what action is required.
* All decision making to be carried out in collaboration with Head of ICT and Information Services.

**7. Key Contacts/Relationships**

* ICT Manager and other ICT staff members.
* UHI ICT team specialists to troubleshoot problems, originating from UHI provided services and to provide better links to existing services, e.g. Wi-Fi, Telephony, external network, VC.
* External suppliers to source compatible equipment for ICT services.

**8. Knowledge, Skills and Experience needed for the Job**

Minimum:

* Degree in an ICT based subject or equivalent professional/vocational qualifications.
* 5 years’ experience working in a comparable ICT environment.

Experience in three or more of the following is required:

* Linux system administration (preferably Ubuntu and Red Hat).
* Managing High Performance Computing systems.
* Managing Microsoft Server 2016\2019.
* Implementing Cyber-security at a technical level.
* Virtualisation, Security, Network, Monitoring & Print services.
* Network protocols, topologies, infrastructure, operating systems: e.g. Managed Switches, software and hardware firewalls, Cisco ASA.

Experience in the following would be of benefit:

* Microsoft Office 365\Azure.
* Client-side operating systems i.e. Windows 10, Ubuntu.
* Excellent analytical and communication skills, self-motivated and tenacious.

**9. Dimensions – Scope of role**

Implement, maintain, and secure business critical IT services for the entire SAMS Group, across all functions (Education, Enterprise, Enabling and Research) and for all SAMS staff, students and occasional visitors.

**10. Any other relevant information**

A highly varied role covering the support of services not just for infrastructure but may also cover the specialized requirements of individual researchers or specific research projects.

[WHAT SAMS CAN OFFER YOU (please right click and select ‘open in new tab’)](https://vimeo.com/411370772)

Our Values and culture

We strive to be a world-class marine science enterprise that underpins regional, national, and international policy, and societal action to secure healthy and sustainable oceans.

As a workforce, we have a strong family and team culture, helping each other to achieve our goals.

Remuneration

We offer a competitive salary and pension as well as employee benefits package. We also have a number of supportive policies to assist absence, family, and other leave types.

Career Goals

SAMS provides a supportive learning and career growth environment for those looking for that next step in their career or upskill in the workplace. This may be through opportunities to develop techniques, learn more about the science objectives for the group, gain some tutorial opportunities, as well as attend meetings and CPD events.

We’ll provide you with a good start as you join SAMS

SAMS provides an excellent induction which is a great introduction to the organisation, the facilities, your department and team, and provides that support that you need over the early months joining a new organisation. We will also provide you with office space, computing equipment and ensure this is ready for you on your first day of work.

Employee Benefits

In addition to a general remuneration package which includes a generous salary, pension, and sickness absence policy, we offer a number of employee benefits to our staff, some of which are listed below:

* Flexible & Hybrid working arrangements (up to 2 days working from home)
* Purchase of additional annual leave – up to 20 days per annum
* Access to shopping discounts as well as local shop and leisure discounted memberships
* Cycle to work scheme
* Purchase of technology
* Payroll Giving
* Salary Sacrifice – pensions
* Access to wellbeing portals which provide support for mental health, nutrition and fitness and GP referral scheme
* Occupational health support
* Welfare support on site
* Access to CBT sessions
* Sabbatical scheme
* A number of training and development courses to assist you with your career development – leadership, coaching and mentoring.

SAMS’ commitment to gender equality has been recognised, as our institute was presented with an Athena SWAN (Scientific Women’s Academic Network) Bronze Award. SAMS is currently working towards a silver award.

SAMS have received a Youth Friendly Employer Badge 2023 – Bronze Award.

SAMS have received a Bronze Award through the Armed Forces Covenant Employer Recognition Scheme. We recognise the contribution that Service personnel, reservists, veterans, the cadet movement, and military families make to our organisation, our community and to the country. We will seek to uphold the principles of the Armed Forces Covenant through Education, training, and employment of veterans and Service spouses.

As an Academic Partner of the University of the Highlands & Islands (UHI), SAMS is designated as an educational establishment and subject to the provisions of the Protection of Children (Scotland) Act. Certain roles may be subject to a satisfactory check by Disclosure (Scotland) as a condition of their appointment.

Applications must include CV and Cover Letter and should be sent electronically to [recruitment@sams.ac.uk](mailto:recruitment@sams.ac.uk) quoting Job Ref. ‘D31/23.SG’in the subject line.

The closing date for applications is 27th October 2023

Interviews will be held in November 2023

*Please note, we prefer to contact referees prior to interview*

Guidance for Applicants

Candidates must have the rights to work in the UK before applying.

Your application – what are we looking for?

We are looking for a full CV – please remember to document all your relevant work experience, listed with the most recent first. You should also include your educational achievements with you most recent qualification first.  You should include skills and competencies gained from previous employment or education. This should be specific to the job description.  Also, please include details of two referees, one referee at least from your current role, who we may contact if invited for interview.

We enjoy reading cover letters and these are an important part of the application. In the letter, connect your past accomplishments with the requirements listed in the job description. Focus on your most relevant experience, qualifications, and skills. Where possible, quantify your accomplishments with facts and data.

***Useful links***

* [How to write a flawless cover letter](https://career-advice.jobs.ac.uk/cv-and-cover-letter-advice/how-to-write-a-flawless-cover-letter-in-2020/) (please right click and select open in new tab)
* [How to write a CV](https://www.reed.co.uk/career-advice/how-to-write-a-cv/) (please right click and select open in new tab)

A picture containing text, logo, font, businesscard

Description automatically generatedA rectangular sign with white text

Description automatically generated with low confidenceA blue square with white text and a symbol on it

Description automatically generated