

Job title: Systems and Storage Administrator
Reporting to: IT Operations Team Leader on a day to day basis and ultimately to the Head of IT and Head of Information and Design Systems

The candidate will be able to demonstrate experience of working within a large company or vendor in 3rd line support role looking after storage, communications and server Infrastructure. The candidate will take full responsibility for the day-to-day support and maintenance with help from other team members and external support companies to maintain and develop world-class IT infrastructure.

Responsibilities:

- Maintenance and troubleshooting of NetApp storage systems
- Capacity management and trend analysis
- Maintenance and support of VMware estate
- Maintenance and support for communications and networking technologies
- Data Management using F5 Acopia for archiving and migration
- Troubleshooting Data and iSCSI networks
- Manage data replication to disaster recovery site
- Regular testing of DR Infrastructure
- DFS configuration and troubleshooting
- Prepare specification, design and test plan documents
- Provide technical consultancy to business units and other IT teams
- Maintain and monitor systems to ensure high availability to the business
- Maintain IT procedures and documentation.
- Provide 3rd line support for server infrastructure
- Thorough knowledge of and compliance with Foster + Partners procedures and policies and standards
- To contribute or otherwise assist as required by the IT Operations Team Leader

Qualities and skills required

Essential:

- Able to demonstrate ability to undertake the above responsibilities
- Legally able to work in the country in which the position is based
- Experience of Data ONTAP and other NetApp technologies including SnapMirror, Snap Manager for SQL, Snap Manager for Exchange
- Excellent knowledge of NetApp and VMware data volume management, NetApp DFM Backbone NetVault and iSCSI, TCP/IP, DNS and DHCP
- Experience of using Active Directory, Microsoft operating systems and Systems Centre Operations Manager (SCORM)
- Due to the nature of the position and requirement to meet deadlines there will be a requirement to work additional hours, on occasions
- Good written and communication skills
- Willingness to assist others and learn new skills
- Excellent customer service skills
- Willing and able to travel on company business both within and outside the UK occasionally as required
- Good interpersonal skills and able to work independently and as part of an effective team
- Able to build good relationships at all levels, internally and externally
- Resilient to cope with conflicting demands and tight deadlines, able to prioritise duties and work under pressure while remaining calm and professional at all times
- Excellent organisational skills

- Ability to manage sensitive and sometimes confidential information
- Ability to manage and prioritise tasks and time effectively
- Self-motivated and ability to take responsibility
- Able to demonstrate initiative and a proactive approach to daily tasks
- Able to manage time and tasks efficiently
- A flexible approach is essential to carry out duties required

Desirable:

- Familiarity with the following:
 - WAFS and WAN Optimisation technologies
 - Server Virtualisation technologies
 - Microsoft Exchange 2003 /2010
 - Nortel Switch Infrastructure
 - NCCA Certification
 - NCCS or NCTS Nortel Certification
 - MCSE Certification
 - ITIL accreditation

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

October 2011