



IT Services

1 Advertisement

Post Title: Systems Engineer (Research)

School/department: IT Services

Hours: Full time (37.5hrs per week)

Requests for part-time working patterns can also be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: 2 years

Reference: 21669

Salary: from £37,099 to £44,263 per annum (depending on experience)

Placed on: 08 September 2023

Closing date: 26 September 2023. Applications must be received by midnight of the closing date.

Expected Interview date: To be confirmed.

Expected start date: ASAP

About the role

This is an exciting opportunity for an enthusiastic individual with the right blend of broad technical skills and professional capabilities to progress in the exciting world of High-Performance Computing. You will be joining a welcoming and multi-skilled team and an IT division that is taking forward a major programme of digital transformation works. Full training and development will be provided as required.

The research computing support team is part of the ITS division and provides computing resources and expertise to researchers across our Schools including physical, life, medical and social sciences, and arts humanities and media. Through collaboration with academic colleagues, we are currently mobilising projects and initiatives that will expand and enhance our research computing and IT support, including support for data science, research software engineering, and exploitation of Cloud technologies.

Your day to day responsibilities will be to assist in the operation, maintenance and development of research computing services. You will be required to collaborate with your direct colleagues and our wider ITS colleagues and researchers and may also be required at times to participate as member of project teams that are driving transformational change. Working alongside highly skilled colleagues, you will be responding to incoming support requests from researchers, in accordance with our agreed operational procedures.

About you

To be successful in this role, you will be able to demonstrate:

- Experience working with researchers and/or scientific research involving computing
- Ability to program in more than one computing language used in research (C, C++, Python, etc),
- Experience in the installation and maintenance of Linux operating systems and ability to

- Write and debug scripts in at least one of: sh, bash, Python.

Applications are welcomed from both experienced IT professionals and researchers with a high level of broad technical competence and hunger to develop that will enable them to rapidly assimilate new skills and learning, and be able to apply these as part of a service-oriented team and transformative project.

About our Division

Led by our Chief Digital Transformation Officer and his Leadership team, we are now embarking on an ambitious programme of change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. This University will be a very different world in years to come and aspires to achieve levels of performance and digital delivery yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

Why work here...

Our University is situated just off of the A27, next to the beautiful South Downs where you will enjoy everything that our 150-acre campus has to offer. We are easily accessible by public transport; a 5-minute walk from the train station and bus stops within the campus. We have dedicated cycling paths and encourage our staff to cycle to work with our offering of a cycle to work scheme.

Sussex is a renowned, research-led International University and this is only possible because of the people that work here. Whether you are Faculty, Student, or a member of a Professional Services Team, it's our people that make us great and we want you to be part of that.

The benefits that you will receive from day one:

- Generous pension scheme 31.4% total (grades7-10)
- Life insurance of up to 3 times your annual salary for any pension-enrolled employees.
- Purchase additional Annual Leave through our Scheme for a great home and work life balance
- Discounts of public transport, Cycle to work Scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a Cash back Health Plan.
- Considerable discount on our on-site Gym Facilities because we care about our employees' Health and Wellbeing.

Please contact Michelle Richardson (michelle.richardson@sussex.ac.uk) for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. Job Description and Person Specification

Job Description for the post of Systems Engineer (Research)

Department: IT Services – Research Platforms Team

Location: Shawcross Building, University of Sussex Campus

Grade: 7

Responsible to: Research Platforms Owner

Responsible for: N/A

Role Description

The Research Platform Team provides computing services, resources and expertise to researchers and research projects across the different Schools of the University.

As a member of this team, the postholder assists in the operation, maintenance and development of research computing services. They collaborate with team and wider ITS colleagues and researchers and may also participate as member of project teams that are driving transformational change.

They will also work alongside team colleagues in responding to incoming support requests from researchers, in accordance with agreed operational procedures.

Key Responsibilities

1	To engage and collaborate with researchers across the University's Schools and the GridPP UK collaboration.
2	To assist in maintaining and developing the Linux cluster including the GridPP resources and the wider research computing infrastructure.
3	To provide scientific computing support to research groups across the University. Supporting researchers with software and hardware issues,
4	Analyse and resolve any escalated operational incidents in accordance with ITS protocols and best practices, maintaining focus on customer service at all times.
5	As required, to prioritise and maintain the product (task) backlog.
6	To perform root cause analyses of incidents to determine any underlying problem(s) and where appropriate, work with suppliers to resolve these in a timely fashion.
7	To install and configure software and firmware using automated configuration management tools on research servers and networking equipment.
8	To represent the University research groups at relevant meetings, special interest groups and conferences as appropriate.
9	To physically lift and install computing equipment into computer room racks as appropriate.
10	To gather technical requirements, obtain quotes and make recommendations for hardware and software purchases.
11	To maintain computer security through regular review and deployment of security patches to relevant devices.
12	To assist in the implementation of technical solutions to researchers computing requirements in line with the University's <i>Enabling Research Technology Strategy</i>
13	To produce technical documentation, reports, papers, user documentation and internal records as appropriate in support of assigned research and administrative tasks.

14	Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives to have a clear understanding of priorities and next steps.
15	Participate in sprint planning, sprint plan implementation and review
16	Analyse feedback from sprint reviews, and other data such as end user feedback and operational metrics, to identify and understand product needs

Indicative Performance Criteria

1	Does not hold any line management responsibility.
2	Does not have any budgetary responsibility.
3	Holds responsibility for equipment or premises [link to person spec]
4	The post holder reports to the Research Platform Owner, working under general direction within a clear framework the post holder will manage their own work to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team and senior academic colleagues to achieve the strategic and operational goals of the University. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
5	Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.
6	Balance effectiveness and cost-efficiency in support of budgets, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently

4. Person Specification

Skills/Abilities	Essential	Desirable
Ability to program in more than one computing language (C, C++, Python, others).	Y	
Ability to work both independently and as part of a team.	Y	
Effective communication skills in both written and spoken English to a wide variety of audiences.	Y	
Ability to move, lift and carry computing equipment including Servers. Also, the mobility to occasionally work on equipment	Y	

in confined spaces		
Ability to research and process technical information to make technical decisions.	Y	

Experience/Knowledge	Essential	Desirable
Experience working with researchers and/or scientific research involving computing	Y	
Experience of writing and de-bugging scripts in one of: sh, bash, Python	Y	
Experience of installing Linux Operating system	Y	
Familiarity with the Linux Command line	Y	
Experience of applying security patches to Linux systems	Y	
Experience working in a service-oriented environment		Y
General knowledge of High Performance Computing and related technologies (workload managers, parallel computing, parallel file systems)		Y
Experience of trouble-shooting computing devices. (e.g. computer hardware, network equipment, scientific equipment)		Y
Experience of webserver management and web programming.		Y

Qualifications	Essential	Desirable
Postgraduate qualification in a STEM subject with strong C&IT component or equivalent experience	Y	
ITIL certification or other relevant professional qualifications.		Y

Personal Attributes	Essential	Desirable
Strong interest in University research activities	Y	
Highly service-focused	Y	
Reliable, dependable, trustworthy	Y	
Proactive and self-motivated learner; able to assimilate knowledge and acquire new skills whilst working	Y	
Willingness to share skills and knowledge with the team	Y	

Problem solving and analytical skills	Y	
Knowledge of agile development methodologies		Y
Knowledge of agile planning tools (e.g. JIRA, Confluence)		Y