

Job Title:	Student Systems Administrator
Department/Division/Faculty:	Student Union
Campus location:	Beit Quadrangle
Job Family/Level:	
Responsible to:	Systems Manager
Line Management responsibility for:	
Key Working Relationships (internal):	Web and Systems Developer, Systems Manager, Student Activities Coordinator, Students
Key Working Relationships (external):	
Contract type:	Casual

Purpose of the Post

The Systems team at Imperial College Union manage systems that serve the needs of students across student representation, finance, campaigns and much more. As part of their support for Student Activities, ICU Systems Team provides a platform for Clubs, Societies and Projects to host and manage websites to provide a visible platform for current and potential members, College staff and external organisations. With 378 CSPs, the workload required to manage the server requirements and support requests is substantial.

Working alongside the Union Systems team, Student SysAdmins will support students in managing their websites, configuring and maintaining servers and contributing to a culture of customer service support at ICU. As part of a small team of volunteers, SysAdmins will work together to ensure the service provided to CSPs is of a consistently high standard and be proactive in their approach, making recommendations on how to improve services where appropriate.

Key Responsibilities

- Providing technical support for students using the Club, Society and Project servers
- Administering users and access to CSP servers
- Maintaining, configuring and improving the servers as appropriate
- Fixing technical issues on the servers
- Working with ICU Systems team to plan for future changes to services

Job Description

Person Specification	
Requirements	Essential (E)/ Desirable (D)
Candidates/post holders will be expected to demonstrate the following	
Education	
Computer Science and IT A Level or related qualification	D
Experience	
Working in a customer support environment	D
Managing server installs, maintaining virtual servers	E
Managing Wordpress installations and troubleshooting	D
Knowledge	
Working knowledge of PHP & SQL	E
Apache and MySQL (MariaDB)	E
Gentoo and/or RHEL	D
Understanding of Puppet	D
SELinux	D
Skills & Abilities	
Able to work as part of a team	E
Able to communicate effectively and responsively with users	D
Able to work autonomously and manage own workload	E

Please note that job descriptions cannot be exhaustive and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Imperial College is committed to equality of opportunity and to eliminating discrimination. All employees are expected to follow the [7 Imperial Expectations](#) detailed below:

- 1) Champion a positive approach to change and opportunity
- 2) Encourage inclusive participation and eliminate discrimination
- 3) Communicate regularly and effectively within and across teams
- 4) Consider the thoughts and expectations of others
- 5) Deliver positive outcomes
- 6) Develop and grow skills and expertise
- 7) Work in a planned and managed way

Employees are also required to comply with all College policies and regulations paying special attention to:

- Confidentiality
- Conflict of Interest
- Data Protection
- Equal Opportunities
- Financial Regulations
- Health and Safety
- Information Technology
- Smoking
- Private Engagements and Register of Interests

They must also undertake specific training and assume responsibility for safety relevant to specific roles, as set out on the [College Website Health and Safety Structure and Responsibilities](#) page.

Job Description

[Insert for posts subject to criminal records (DBS) checks]

As this post is exempt from the Rehabilitation of Offenders Act 1974, a satisfactory (standard/enhanced/enhanced for regulated activity) Disclosure and Barring Service check will be required for the successful candidate.

Further information about the DBS disclosure process can be found at <http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/> or by telephoning 0870 90 90 811. You may also wish to view the College's policy statements on the [Recruitment and Employment of Ex-Offenders](#) and the [Secure Storage, Use, Retention & Disposal of Disclosures and Disclosure Information](#)