

Job Description

Job Title: IBM Notes Administrator

About SLC

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible, in partnership with Local Authorities in England and Wales, the Student Awards Agency for Scotland, the Education and Library boards in Northern Ireland, the Higher Education Institutions and HM Revenue & Customs, for student support delivery in the UK.

Company Mission

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

Company Vision

Our vision is to be valued as a digital, customer-focused, centre of excellence.

Job Details

Overview of Department:

The NOTES system analysts will join a team responsible for supporting and strategically managing the IBM Notes environment. You will be responsible for the support and implementation of software standards for the NOTES environment, and ensuring 'best practice' standards, policies and procedures are followed.

You will have additional responsibility for driving service improvement initiatives, mentoring less experienced members of the team and acting as a technical escalation point for complex issues, deputising for the Team lead as required. You will be required to ensure that you keep abreast of new technology developments and providing in-house training where required.

Grade:

Grade 3

Reporting to:

ICT Lead (IBM Notes)

Job Purpose

- Provide 2nd and 3rd level technical support for NOTES in support of SLC's corporate, departmental and individual objectives.
- Ensure the NOTES environment and associated technologies remain current, supported, highly available, operate efficiently, perform within agreed targets, and deliver a secure platform on which SLC can carry out its business.
- Provide 3rd line specialist support to users of the system, working in collaboration with other operations and wider technical community in order to diagnose and fix service affecting issues.
- Liaise with other operations teams and the wider technical community on design, implementation, and transition to BAU operation of NOTES environments and server and

storage infrastructure.

- Drive service improvement initiatives to ensure the server estate is current and supportable

Key Accountabilities

- Contribute to the provision of 24x7 support of services for NOTES environment and server estate (including during on-line day and participation on on-call rota)
- Perform fault resolution and rigorous root cause analysis, ensure root cause is understood and service impact is minimised.
- Advise on technical design and assist with project build activity, ensuring adherence to standards including security and infrastructure is fit for purpose & supportable
- Ensure security patching process is defined and adhered to and all software/firmware versions are at an appropriate level.
- Ensure Systems Backups are being defined, performed and adhered to.
- Ensure platform standards are defined and adhered to, and new standards agreed and documented as appropriate.
- Ensure standard documentation procedures adhered to; creation of quality support
- Manage change into the infrastructure platforms, following change process.
- Undertake an active role business continuity and disaster recovery
- Ensure familiarity with new technology and make recommendations to Management, including the provision of advice and guidance on current and developing technologies and techniques
- Ensure priorities are met and assigning project work to ensure achievable delivery, and performance development activities as required
- Identify risks to platform and deliver plans to address service improvements, as well as better ways of working
- Undertake tasks as assigned by Line Manager
- Deputise for Team Lead when required
- Able to work under pressure and at anti-social times
- Willing to work out-of-hours and weekends from time to time
- Willing to take part in an On-Call Rota

Essential Skills / Experience / Qualifications

- Experience working in an ICT infrastructure support environment, NOTES ,Microsoft, Citrix, VMware and SAN
- Must have strong hands-on technical knowledge of NOTES and IBM technologies,
- Sound experience and knowledge of networking and virtualisation technologies
- Excellent analytical and critical thinking skills
- Strong customer orientation
- Exhibits flexibility, initiative and self reliance, and willingness to act as go to person when it comes to the NOTES and associated technologies supporting both project and operations
- Excellent knowledge and experience of administering and supporting NOTES .
- Good understanding of networking protocols

Desirable Skills

- Bachelors Degree/HND in Computer Science/Information technology (or equivalent relevant experience)
- Strong interpersonal skills and collaborative approach with the ability to interact and communicate effectively across all levels of the organisation
- Strong influencing skills
- Strong organisational, time management and prioritisation skills



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- Good working knowledge of other server technologies, including Wintel, Linux and Aix
- Experience of working in 1000+ seat corporate financial services environment
- Experience with automation & continuous integration
- ITIL Foundation