

## Job Description

### Job title: Senior Platforms Analyst

**Faculty/Directorate: Digital and Technology**

**Grade: G**

**Role profile: TSG1**

**Full time: 37 hours per week**

**Fixed Term: Until end of July 2026**

	Duties of the role
<b>Overall purpose of the role</b>	<p>The Senior Platform Analyst will lead the design, implementation, and optimization of hybrid cloud and on-premise platform infrastructure. They will ensure platform resilience, scalability, and security while mentoring other team members, overseeing key projects, and acting as a technical escalation point. This role includes the oversight of monitoring, backup and disaster recovery and lifecycle environments management to ensure service and delivery continuity. Working closely with the Cloud Infrastructure Architect to deliver optimised, efficient secure, resilient and sustainable use of infrastructure as appropriate for the business need</p> <p>The role also supports business-facing activities, such as analysing platform performance and providing software support and proactively innovating and modernising approaches for continuous and cutting-edge improvements.</p> <p>Utilising their expertise, the postholder will ensure the service meets the university needs, ensuring its continued relevance and adapting the service as required, in consideration of longer-term strategic objectives including hybrid cloud adoption.</p>
<b>Main duties and responsibilities</b>	<p><b>Hybrid Platform Design and Strategy</b></p> <ul style="list-style-type: none"> <li>Design and develop scalable and resilient hybrid cloud solutions integrating legacy systems with cloud infrastructure that support the operation of modern applications and ensure they can adapt to changing demands.</li> <li>Develop strategic roadmaps for infrastructure modernisation and workload migration.</li> <li>Develop and implement strategic hybrid platforms and other specialist technology infrastructure services as required by the business, that ensures delivery is fit for purpose, meeting the high-quality standards expected by the university.</li> </ul> <p><b>Monitoring, Backup, and Resilience</b></p> <ul style="list-style-type: none"> <li>Oversee monitoring of service performance to ensure efficient and effective delivery aligns with directorate and university objectives, including annual targets and Key Performance Indicators (KPIs) to maintain performance and uptime</li> <li>Manage disaster recovery processes, ensuring robust backup and restoration capabilities.</li> </ul> <p><b>Lifecycle Environment Management</b></p> <ul style="list-style-type: none"> <li>Oversee lifecycle environments management to ensure service and delivery continuity.</li> <li>Optimise the efficient, secure, resilient and sustainable use of infrastructure as appropriate for the business need.</li> <li>Lead the overall system administration strategy, managing day-to-day configuration, support, maintenance, and improvement of assigned platforms and related systems.</li> </ul> <p><b>Leadership and Mentorship</b></p> <ul style="list-style-type: none"> <li>Lead infrastructure elements of technical projects, including requirement analysis, design, testing, and deployment.</li> <li>Mentor Platform Analysts and Associate Platform Analysts to enhance team capabilities.</li> </ul> <p><b>Collaboration and Stakeholder Engagement</b></p>

## Duties of the role

- Partner with stakeholders to align platform strategies with university goals.
- Communicate complex technical solutions to non-technical audiences.

### **Innovation and Continuous Improvement**

- Evaluate emerging technologies to recommend innovations for infrastructure services.
- Collect, collate, and analyse relevant data, metrics, and trends to evaluate service delivery and cost and identify opportunities for continuous improvement, supporting the university's strategic objectives.
- Provide expert advice and guidance in to other technical teams within Digital Technology Service to enhance digital functionality and support the development of services across the directorate and university.
- Perform any other duties commensurate with the job grade as reasonably required from time to time.
- Act in accordance with DMU Values:
  - Collaborative - encourage my team to collaborate and share best practices, set clear and aspirational goals, create outcome-focused work plans, and recognise strengths and support development.
  - Compassionate - provide honest and constructive feedback, foster a safe and open work environment, deliver difficult decisions with credibility, and act with integrity and transparency.
  - Creative - create an environment that encourages questioning and idea sharing, minimises bureaucracy, facilitates open discussions about mistakes, and involves teams in continuous service improvement.
  - Community minded - encourage diverse perspectives, promptly address conflicts and inappropriate behaviours, and foster a culture of mutual respect.
- Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.
- All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.
- The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

# Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
<b>Qualifications &amp; Training</b>	Degree in Management Information Systems, Information Technology, Web Development, or related discipline; or equivalent relevant work experience	Essential		X			X
	ITIL Certification	Essential		X			X
	Experience managing hybrid cloud and legacy infrastructure platforms.	Essential		X			X
	Project Management / Agile Foundation		Desirable	X			X
<b>Previous Work Experience</b>	Extensive experience in managing and maintaining complex IT platforms, pipelines, and infrastructure (servers, storage, security) in a large-scale, business-critical environment.	Essential		X	X	X	
	Experience managing hybrid cloud and legacy infrastructure platforms.	Essential		X	X	X	
	Proven track record in the design, implementation, and management of secure, scalable platform services, including both on-premise and cloud- based infrastructures, with a focus on resilience, performance, and security.	Essential		X	X		
	Experience leading platform-related projects from concept to delivery, including requirements gathering, solution design, testing, deployment, and post-implementation support, ensuring alignment with strategic objectives and KPIs.		Desirable	X	X		
	Demonstrated experience in service monitoring and performance optimisation, proactively identifying areas for improvement and making necessary adjustments to ensure efficient and effective service delivery.		Desirable	X	X		
	Experience providing technical leadership to a team, including the mentoring and	Essential		X	X		

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
	supervision of junior staff, ensuring the successful delivery of platform services and the development of individual and team capabilities.					
	Experience of working within Higher Education sector		Desirable	X	X	
<b>Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required</b>	In-depth technical knowledge of platform architecture, including experience with server administration, storage solutions, pipelines, and virtualisation technologies	Essential		X	X	
	Advanced understanding of cloud platforms and hybrid cloud infrastructure, including deployment, management, and integration with on premise systems.	Essential		X	X	
	Proficient in managing and maintaining security standards for platforms, including knowledge of data integrity, compliance, and the implementation of backup and disaster recovery solutions.	Essential		X	X	
	Strong analytical and problem-solving skills, with the ability to interpret data from monitoring tools to diagnose issues, predict future needs, and drive continuous improvement.	Essential		X	X	
	Experience with DevOps practices such as continuous integration and deployment (CI/CD), infrastructure as code (IaC), and automated testing frameworks, enabling modern, agile delivery processes.	Essential		X	X	
	Experience in managing and delivering platform services using agile methodologies, including sprint planning, backlog management, and coordinating with scrum teams to ensure successful completion of user stories and project deliverables.	Essential		X	X	
	Able to communicate effectively and with accuracy, in oral and written formats, adapting style to the needs of	Essential		X	X	

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	both technical and non-technical audiences						
	Commitment to delivering a customer focused service and to enhancing and improving service delivery	Essential		X	X		
<b>Out of hours</b>	Willingness to provide <b>out-of-hours support</b> , ensuring the continuity and stability of platform services during critical periods or emergencies, with a focus on maintaining uptime and service availability.	Essential			X		
<b>Equality and diversity</b>	Able to provide a service to a diverse range of people to promote good relations and equality	Essential		X	X		
<b>Our Values and Behaviours at DMU</b>							
<b>We are Collaborative</b> – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential			X		
<b>We are honest and Compassionate</b>	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	Essential			X		
<b>We are innovative and Creative</b>	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential			X		
<b>We are a community</b> – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential			X		

**\*A = Application Form; I = Interview; T = Test; D = Documentary Evidence**