



**Harper Adams
University**

Senior Infrastructure Engineer (Networks) (Full Time, Permanent)

Candidate Information Pack



About Harper Adams

Harper Adams University is a welcoming, forward-thinking community of over 600 employees working together to create real, lasting impact – ensuring that everyone, everywhere, can access sustainable food, land, and animal systems. Our work contributes directly to planetary health, animal welfare and ultimately human wellbeing. We're passionate about what we do – and about the people we do it with.

We are deeply committed to the wellbeing and development of our colleagues. Our annual employee survey consistently tells us that staff are proud to work here, feel trusted to do their jobs, and are supported by their managers. Our inclusive and empowering culture is one of the many reasons our people stay, grow, and thrive.

While our rural Shropshire campus remains central to who we are, our presence now extends to Telford – a town with a rich history of innovation and revolution, and a fitting symbol of our ever-evolving mission. This growing site strengthens our ties to the local region and reinforces our commitment to inclusive education and collaboration that reaches far beyond any single postcode. Our impact and reach are proudly regional, national and international.

We offer:

- A beautiful rural working environment
- Generous holiday allowance with the opportunity to purchase more
- Flexible, agile working opportunities
- On-campus retail, catering and gym facilities
- Free staff parking
- Corporate discounts at seven fitness centres in Telford and Wrekin
- Enhanced maternity and sickness benefits
- Disability Confident Employer status
- Employee Assistance Programme
- Cycle scheme supporter
- Workwear provided (where applicable)

Harper Adams is the UK's leading specialist institution serving the agri-food, animal wellbeing, engineering and land management sectors. We are a world-respected provider of industry-led education and research in food production and technology, animal health, environmental sustainability and sustainable business. Our work is grounded through partnerships – with more than 1,100 organisations in the UK and beyond – that fuel our research, shape our teaching, and deliver genuine impact.

We began life in 1901 as Harper Adams Agricultural College and became a university in 2012. Our Chancellor is Her Royal Highness The Princess Royal and our Vice-Chancellor, Professor Ken Sloan, joined us in 2021. Our rural campus near Newport in Shropshire is supported by a growing site in Telford, offering a range of housing options and excellent rail and road connections to the West Midlands and beyond. We've invested more than £50 million in our estate in the last decade – including leading-edge teaching, research and veterinary facilities, modern laboratories, and a purpose-built Veterinary Services Centre. Our commercial farm spans 494 hectares and plays an active role in our education, research, and knowledge exchange.

Take a virtual tour of the campus: [Virtual Tour](#)

We are proud to be the UK's highest-ranked small specialist provider for the agri-food and animal wellbeing sectors, consistently delivering the largest cohort of graduates into these industries – with over 97 per cent going directly into employment. We currently welcome over 3,000 full- and part-time students across undergraduate and postgraduate courses, including subjects like agricultural engineering, veterinary nursing, business, land and property management, and veterinary medicine and surgery – the latter delivered through the Harper & Keele Veterinary School, established in 2020.

For further details about the University, please visit our website: <http://www.harper-adams.ac.uk>

JOB DESCRIPTION

Title of the post: Senior Infrastructure Engineer (Networks)
Permanent, Full Time

Department: Information Services

Reporting to: Head of Infrastructure

The Information Services Department

The role sits within the infrastructure team in the Information Services department. The post holder is expected to have a good understanding across a broad range of IT disciplines, although likely to specialise in one or more areas of expertise such as, but not limited to, networking & telephony architecture, cloud, data centre, hybrid approaches and security.

Providing excellent experience for both staff and students, the role holder will work closely with the Service Desk and other specific ICT service areas in a 3rd line support capacity. The role holder will also contribute to the design, implementation, and ongoing maintenance and monitoring of the University IT infrastructure both on premises and in the cloud.

The team is responsible for the smooth running of all ICT Infrastructure and contribute to ongoing continual service improvements.

Autonomy

Works under broad direction. Work is often self-initiated. Is fully accountable for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the delegation of responsibilities.

Influence

Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned projects i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. This role is expected to be a role model to others across the department, and line manage the Infrastructure Engineer (Networks).

Complexity

Performs an extensive range and variety of complex technical and professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer and organisational requirements.

Business Skills

Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Assesses and evaluates risk. Communicates effectively, both

formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors' colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for continuous operational improvement. Demonstrates creativity and innovation in applying solutions for the benefit of the customer/stakeholder. Takes account of relevant legislation

Main Duties and Responsibilities

Service Management

Takes accountability of the server's service area to deliver a professional service including:

- Taking responsibility for a complete IT function, planning and co-ordinating activity to deliver on objectives. Working within service levels targets; analysis of data to inform decision making & propose and deliver on continual service improvement measures.
- Contributes significantly to contract development and negotiation with third party suppliers.
- Change Management: co-ordinates the preparation of proposals for changes. Responsible for ensuring that all changes within area of responsibility are carried out under the IT change management process.
- Problem Management: Analyses 3rd line incidents and problems, and determines trends, initiating preventive action, to minimise the likelihood of recurrence.
- Asset recording and full lifecycle management of devices within area of responsibility.
- Ensure that the necessary processes and procedures are in place to maintain or recover the delivery of services in the event of major incident.

Operations

Carries out complex operations that include:

- Diagnosis and resolution of complex issues with IT infrastructure components, whether server and network hardware, or services running, in cloud or on-premises.
- Monitoring, logging and reporting tasks. Performs analysis of data to identify potential issues and gathers service level information.
- Responds to enquiries by users and IT colleagues and is able to deal effectively with a broad range of problems of a complex nature and also advise in one or more area of specialism.
- Conducts investigations of operational problems, makes proposals for effective improvement, and implements them when appropriate.
- Supervises installation and maintenance work associated with the assets within own service areas; ensuring that procedures are followed.

Infrastructure Support and Development

For all products, services and systems within the area of responsibility:

- Ensures that requests for support are responded to in a timely manner and according to agreed standards and procedures.
- Ensures that adequate documentation for infrastructure and supported applications are available and kept up to date and monitors and manages performance of the applications against baseline. Takes full responsibility for its effectiveness and takes action to remedy deficiencies.
- Reviews and accepts releases, upgrades and fixes available for system and identifies those which merit action.
- In a specified area of authority, works with the Head of Infrastructure to define projects which support the organisation's objectives and strategic plans. Initiates action, by systems

development staff or software suppliers, on the development of system enhancements to overcome known problems or further fulfil user requirements.

- Working with users, monitors and reports on the progress of implementation projects, using appropriate quality assurance processes to ensure that projects are carried out in accordance with the University's agreed standards, methods and procedures.
- Ensures that system projects take full account of and, where necessary, correctly interface with existing systems and infrastructure. Advises management of significant developments with regard to existing and emerging system software.
- Leads the establishment and maintenance of the University's IT standards, methods and procedures. Ensures all work is carried out and documented in accordance with these standards, methods and procedures.
- Provides advice and guidance to less experienced colleagues where required and responds to wide ranging and detailed questioning in own area(s) of specialisation.

Design and Documentation

Takes a leading technical role and responsibility for the below areas:

- Investigates work to determine opportunities and specify effective business processes; Specifies their implementation through improvements in systems, practices, organisation and equipment.
- Assesses solutions on their ability to meet all or parts of specified requirements and advises colleagues and management on their technical suitability.
- In consultation with senior department management and taking account of enterprise and solutions architectures agrees appropriate design standards, methods and tools and ensures they are applied effectively.
- Specifies and designs large or complex systems, covering for example: objectives, scope, constraints (such as performance, resources etc.), hardware, network and software environments, main system functions and information flows, data load and implementation strategies, phasing of development and alternatives considered.
- Takes a leading technical role in consultation with other technical specialists, and users, develops integration plans, to ensure the effective and efficient integration of system components.
- Provides expert advice, both reactively and pro-actively, to those engaged in activities where the technical specialism is applicable within IT.
- Accountability for the provision of quality assurance of activities involving the technical specialism.
- Applies available standards, methods and tools in an intelligent and effective way, and produces a consistently high standard of operational documentation of both a technical and a descriptive nature.
- Provides advice and guidance to systems development and service delivery staff on the correct and effective use of system software

Project Management

Takes responsibility for the execution of small-scale projects covering:

- Defines, documents and safely executes small-scale projects, actively participating in all phases of the project. Identifies, assesses and manages risks to the success of the project.
- Working with users, reviews proposed benefits and risks in the new/redesigned processes, confirms the acceptance criteria for these processes, and ensures that they are properly documented in the business justification.
- Estimates costs, timescales and resource requirements for the successful delivery of the project.

- Specifies and develops test scenarios to test that new/redesigned processes deliver improved ways of working for the end user at the same time as delivering efficiencies and planned business benefits.
- Prepares and maintains realistic project schedules plans and tracks all activities against them, providing regular reports to senior management, and users as appropriate.
- Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are captured and actioned. Produces appropriate documentation to support these processes

Information Security

Within area of accountability:

- Maintains knowledge and awareness of the Information Security Management System and general data security legislation & regulations; always acting within these.
- Provides advice and handles most enquiries relating to most information security requests, referring to more senior or specialist staff for assistance.
- In consultation with senior and specialist colleagues, devises and documents new or revised procedures relating to security control of areas of responsibility, systems, products or services.
- Monitors the application and compliance of security operations procedures, and reports on non-compliance. Reviews information systems for actual or potential breaches in security and investigates violations.
- Assists in the review and maintenance of policy, standards, procedures and documentation for security administration, taking account of current best practice, legislation and regulation.
- Recognizes requirements for, and creates auditable records, user documentation and security awareness literature for area of responsibility.

Personal Development

Develops and maintains knowledge and communicates the technical specialism by:

- Reading relevant literature and utilising training opportunities.
- Attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional bodies such as JISC.
- Maintains an awareness of current developments in broad technical areas and takes significant responsibility for own personal development.
- Provides specialist guidance and advice to less experienced colleagues and users to ensure that work is conducted in an appropriate manner.

Communication and Networks

- Contributes to user groups, or specialist subject groups on topics involving the technical specialism presenting highly technically complex concepts in a clear, jargon free, accessible manner.
- Communicates well, both orally and in writing, and responds to wide-ranging and detailed questioning relating both to own areas of specialisation and, at a more general level, to the wider field of IT both orally and in writing.
- Promotes the service within the University and creates strong personal relationships with the full range of stakeholders.
- Liaises with HE sector and external organisations and key suppliers to share ideas, compare approaches and develop best practice.

The post-holder will be required to become part of team out of hours support team covering evenings until 10pm and weekends between 9am and 10pm on broadly a one week in four schedule.

From time to time there is a requirement to work varying core hours, occasionally to work in the evenings and/or at weekends for special project implementations or system upgrades and to ensure that service commitments are met.

All other duties and responsibilities commensurate with the post and the salary range of the grade.

Personal Specification

	Essential	Desirable
Qualifications	Relevant industry qualifications and equivalent experience	Educated to degree level Membership of relevant professional bodies
Experience	Specific experience working in large and diverse environment, deploying and supporting IT infrastructure Proven record of delivering results within a given timeframe Experience of providing sound design solutions to complex issues Experience of working in a large, challenging multi-building/site environment Experience of working within medium sized programmes and projects	Knowledge of the HE sector
Knowledge/Skills	Extensive skills & knowledge of Windows Active Directory\Entra ID infrastructure, Radius and private/public certificate services. Extensive skills & knowledge of robust network architecture, Cloud Networking (Azure), WAN, Routers, Firewall, Application Firewall systems, VPN, and IDS. Extensive skills & knowledge of core, datacenter, distribution and edge switching. Physical connectivity, fibre, other structure cabling, VLANs, BGP and OSPF Extensive skills & knowledge of telephony and modern enterprise-voice/SIP systems. SBC's, MS	Experience of working within an ITIL (or similar) service management framework Broad experience of working within Azure and Microsoft 365 cloud services Broad experience of working with open source. Experience of working with IDS, and SIEM systems Experience of working with Identity Management Systems Project Management skills

	Teams, direct routing and call management systems. Specific skills & knowledge of storage services. Extensive skills & knowledge of network architecture, WiFi design and long-term management Specific skills & knowledge of working within information security policy Specific skills & knowledge of working with a robust backup and disaster recovery solution Supplier relationships skills Understanding emerging technology trends Excellent problem analysis and creative solving skills Excellent written and verbal communication skills	Relevant issues, developments and trends within the education sector
Personal Qualities	Credibility and integrity Positive and open in communication both verbal and written Initiative and confidence	

Conditions of Service

The national recommendations which have arisen from the negotiations between UCEA and the unions recognised at national level, the Joint Negotiating Committee for Higher Education Staff (JNCHES), directly affect the terms and conditions insofar as they have been adopted by the Board of Governors.

Salary	The commencing salary will be within the range £39,906 to £44,746 per annum. The point of entry will be dependent upon relevant qualifications and experience. Salaries are paid monthly, in arrears, by credit transfer on the 28 th day of the month.
Contract Term	This is a full-time, permanent contract. Employment may be terminated during the course of the contract by either party giving two months' notice in writing

Hours of Work	The routine working week is 37 hours over Monday to Friday, inclusive. There may be a requirement for overtime working from time to time and time off in lieu may be allowed for agreed hours worked in excess of 37 per week. The post-holder will be required to become part of team out of hours support team covering evenings until 10pm and weekends between 9am and 10pm on broadly a one week in four schedule. From time to time there is a requirement to work varying core hours, occasionally to work in the evenings and/or at weekends for special project implementations or system upgrades and to ensure that service commitments are met.
Holidays	The annual holiday entitlement is 22 working days, plus statutory bank holidays. In addition to this there are 8 University closure days during the full annual leave year. The holiday year runs from 1 August to 31 July and in the holiday year in which the employment commences or terminates the holiday entitlement will accrue on a pro-rata basis for each complete week of service. The timing of holidays is subject to the agreement of the Line Manager. All annual holiday entitlement (including bank holidays and University closure days) is pro-rata for part-time employees. Further details will be confirmed on appointment.
Sick Leave	During periods of certified sickness, the post-holder will be eligible to receive sick pay in accordance with the University Sick Pay Policy. The payment of sick pay is subject to compliance with the University rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.
Pension	The post-holder will be entitled to join the Harper Adams Group Pension Scheme and details will be provided to the successful applicant upon commencement of employment.
Exclusivity of Service	You are required to devote your full-time attention and abilities to your duties during working hours and to act in the best interests of the University at all times. Accordingly, you must not, without written consent of the University, undertake employment or engagement including external consultancy, which might interfere with the performance of your duties or conflict with the interests of the University. It follows that, regardless of whether you are employed on a full-time or part-time contract, you are required to notify your line manager of any employment or engagement which you intend to undertake whilst in the employment of the University (including any such employment or engagement which commenced before your employment under this contract). Your line manager will then notify you within 10 working days whether such employment or engagement is prohibited.
Criminal Convictions	The post involves the opportunity for access to children and young persons under the age of 18. For this reason, the University is entitled to consider any

criminal convictions, cautions or impending case(s) that it considers to be relevant to this post.

The post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that applicants are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act.

Applicants must therefore complete the part of the application form declaring any criminal convictions and cautions from any court or police authority. The successful applicant will have to undergo a Disclosure and Barring Service Check before an appointment can be made.

Application Procedure:

All applications should be completed and submitted using the Harper Adams e-Recruitment programme at <http://jobs.harper-adams.ac.uk> **To be completed no later than midnight on 28 September 2026**

Should you require any adjustments to complete your application for this role then please contact vacancies@harper-adams.ac.uk