Post Title:	Head of Core Technology Services
Grade:	9

Job Description

2.1. Purpose

The Head of Core Technology Services (CTS) is responsible for the effective provision of all core technology services deployed on behalf of the University Group in accordance with the needs of the business.

Overseeing the wider CTS team, they will ensure core technology services are efficient, secure, perform optimally and are aligned to business goals and objectives. The post holder requires a solid understanding of both business and wider Core Technology developments to ensure a stable and secure ITS environment.

2.2. Main Duties and Responsibilities

1. Has defined authority and accountability for actions and decisions related to Core Technology Services including technical, resources, financial and quality aspects.

2. Takes responsibility for organisational leadership and guidelines to promote the development and exploitation of core technology services within the Group. Influences senior level stakeholders and project teams through change management initiatives, ensuring that the infrastructure is managed to provide agreed levels of service and data integrity.

3. Provides high level expert advice on security strategies to manage identified risks. Responsible for overseeing vulnerability information and conducts security risk assessments, business impact analysis and accreditation on complex information systems. Investigates major breaches of security and recommends appropriate control improvements.

4. Develops policy and strategies to ensure the optimisation of core technology services to meet the needs of the University Group. Carries out forecasts on capacity over the Group's planning or budgeting cycle.

5. Executes operational policy for core technology services and drives adherence to standards. Promotes the benefits of addressing all security issues during systems

development. Identifies and manages the resources necessary for all stages (planning, estimation, execution) of core technology systems development projects, ensuring that technical, financial and quality targets are met.

6. Responsible for the implementation of processes and procedures related to CTS. Responsible for identifying tools and techniques for monitoring and managing the performance of automated systems and services.

7. Recognises potential strategic application of information technology capabilities. Initiates and manages investigation and development of innovative methods, practices and technology, to the benefit of the Group. Plays an active and dynamic role in improving the interface between all interested parties, facilitating knowledge flow to enable sharing and development of creative ideas.

8. Monitors the market to gain knowledge and understanding of currently emerging technologies. Identifies new and emerging hardware and software technologies and products within the sphere of core technology services. Assesses their relevance and potential value to the Group. Contributes to briefings of staff and management.

9. Leads the Core Technology Services Team to ensure team members of fully motivated, fully engaged and high performing.

10. Develops service continuity planning process and implements resulting plans.

11. Accountable for creating, improving, and supporting quality IT services with optimal utilisation of storage resources. Ensures data security, availability and integrity of business data. Drafts standards, procedures and guidelines for implementing data protection and disaster recovery functionality.

12. Leads in the investigation, diagnosis and resolution of network problems. Ensures that all requests for support are dealt with according to set standards and procedures.

13. Manages suppliers to meet key performance indicators and agreed targets. Manages implementation of supplier service improvement actions. Use suppliers' expertise to support and inform development roadmaps. Manages operational relationships between suppliers.

14. Acts as owner/advocate for one or more products or services, advising on standards, methods, tools, etc. Manages their lifecycles to ensure that, over time, the needs of customers are profitably met.

Working with the Deputy Chief Digital Information Officer (Service Management & Security Operations) as required.

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Line management is from the Deputy Chief Digital Information Officer (Service Management & Security Operations).

2.4. Supervision Given

Core Technology Services Team.

2.5. Contacts

☐ IT Services staff, including Executive Team.

☐ University Group Leadership Team.

☐ Staff and students in other Schools / Support Areas of the University Group.

☐ External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education & Qualifications	☐ Educated to degree level in a relevant discipline with a chartered professional qualification or substantial experience in related field in lieu of the above.	☐ Postgraduate or professional qualification in a relevant discipline. ☐ MCSE (Cloud: Platform and Infrastructure). ☐ MCSE (Mobility). ☐ MCSE (Productivity). ☐ ACSP. ☐ CCNP. ☐ ITIL. ☐ CISM.
Knowledge & Experience	☐ Substantial experience of leading a team in a similar technical discipline ☐ Significant experience of building and operating IT infrastructure. ☐ Knowledge of all aspects of CTS and their benefit to users ☐ Digital business literacy. ☐ Strategic planner – business and technical. ☐ Leadership / Management ☐ Influencing skills at peer level and management levels ☐ Financial Management ☐ Strategic Execution	☐ Broad network of business relationships. ☐ Expertise in relationships, dependencies and flows of information. ☐ Higher Education experience.
Interpersonal Skills	☐ Confident and able communicator both verbally and in writing. ☐ Results orientated. ☐ Able to think creatively and with an innovative approach. ☐ Adept at conflict and problem resolution. ☐ Ability to Influence at all levels.	☐
Job-related Skills, Abilities & Competencies	☐ Excellent analytical, strategic conceptual thinking, strategic planning and execution skills. ☐ Exceptional leadership skills with the	☐ Applying lean / startup agile methods. ☐ Microsoft Azure. ☐ Amazon Web Services.

	ability to develop and communicate the Technology vision, and inspire, motivate and develop staff.	
	☐ Takes accountability and has strong sense of ownership.	
	☐ Results orientated and a commitment to a high-quality customer service	
	☐ A distinctive blend of business, IT, financial and communication skills.	
	☐ Understanding business organisation, politics and culture.	
	☐ Ability to build and maintain broad network of business relationships.	
	☐ Knowledge of customer behaviors needs and expectations.	
	☐ Ability to lead a team/discipline to quickly resolve complex problems in the provision of IT services.	
	☐ Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.	
	☐ Public cloud infrastructure.	
	☐ Infrastructure Applications (authentication, email etc.) operational management.	
	☐ Client device (desktop, laptop, tablet, mobile) operational management.	
	☐ Cyber-security within core technologies.	
	☐ Ability to identify, manage and deliver against stakeholder requirements.	
	☐ Analytical approach with both qualitative and quantitative data	
Other Requirements	• A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. • An appreciation of other cultures; the global reach of the University and its agenda	