

Post Title:	Systems - Manager
Grade:	8

Job Description

2.1. Purpose

The Systems Manager will ensure that all systems services deployed on behalf of the University Group are delivered and operated in accordance with the needs of the Group.

The Systems - Manager is accountable for the day to day operation, security and delivery of our systems services. They will ensure systems services are efficient, secure, perform optimally and are aligned to business goals and objectives. The post holder is accountable for the maintenance of configuration data, capacity planning, service availability and continuity. They will ensure adherence to service levels and all operational processes (such as incident, problem, change management processes) pertaining to systems services.

The Systems - Manager will participate in continuous improvement analysis and design, as well as the development of systems based solutions.

The post will line manage and oversee the day to day working of the Systems Team. They will ensure high team performance alongside developing a culture of learning and empowerment.

2.2. Main Duties and Responsibilities

1. Explains the purpose of, and provides advice and guidance on, the application and operation of technical security controls. Performs security risk, vulnerability assessments, and business impact analysis for server & storage systems.
2. Maintains an in-depth knowledge of systems technology, and provides expert advice regarding their application. Supervises specialist consultancy.
3. Takes responsibility for the design, procurement, installation, upgrading, operation, control, maintenance and effective use of IT systems components and monitors their performance. Provides technical management of systems operations, ensuring that agreed service levels are met and all relevant procedures are adhered to. Schedules and supervises all maintenance and installation work. Ensures that operational problems are identified and resolved. Provides appropriate status and other reports to specialists, users and managers. Ensures that operational procedures and working practices are fit for purpose and current.
4. Actively monitors for, and seeks, opportunities, new methods, trends, capabilities and products to the advancement of the organisation. Clearly articulates, and formally reports

potential benefits from both structural and incremental change. Encourages and motivates colleagues to share creative ideas and learn from failures.

5. Maintains awareness of opportunities provided by new technology to address challenges or to enable new ways of working. Within IT systems, works to further organisational goals, by the study and use of emerging technologies and products. Contributes to briefings and presentations about their relevance and potential value to the organisation.
6. Provides input to the service continuity planning process and implements resulting plans.
7. Provides expertise and support on use of methods and tools.
8. Defines systems development projects which support the organisation's objectives and plans. Selects, adopts and adapts appropriate systems development methods, tools and techniques. Chooses appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Ensures that senior management is both aware of and able to provide the required resources. Facilitates availability and optimum utilisation of resources. Monitors and reports on the progress of development projects. Ensures that projects are carried out in accordance with agreed architectures, standards, methods and procedures (including secure software development). Develops road maps to communicate future development activity.
9. Coordinates and manages planning of system and/or acceptance tests, including software security testing. Takes responsibility for the integrity of testing and acceptance activities and coordinates the execution of these activities. Provides authoritative advice and guidance on any aspect of test planning and execution. Manages all test processes, including test plans, resources, costs, timescales, test deliverables and traceability. Manages client relationships with respect to testing matters. Identifies process improvements, and contributes to corporate testing standards and definition of best practice.
10. Leads a team, providing expert technical knowledge in the systems testing of platform-specific versions of software products, on varying platforms. Provides specialist guidance information to support, systems testing and quality assurance functions to assist in improving procedures.
11. Takes responsibility for installation projects, providing effective team leadership. Develops and implements quality plans and method statements. Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made.
12. Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability. Includes the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities. Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans.

13. Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions.
14. Maintains secure configuration, applying and maintaining tools, techniques and processes to identify, track, log and maintain accurate, complete and current information.
15. Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations). Seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management. Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.
16. Leads the assessment, analysis, planning and design of release packages, including assessment of risk. Liaises with business and IT partners on release scheduling and communication of progress. Conducts post release reviews. Ensures release processes and procedures are applied.
17. Evaluates new system software, reviews system software updates and identifies those that merit action. Ensures that system software is tailored to facilitate the achievement of service objectives. Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Ensures that operational documentation for system software is fit for purpose and current. Advises on the correct and effective use of system software.
18. Drafts and maintains standards and procedures for systems capacity management. Ensures the correct implementation of standards and procedures. Pro-actively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes. Works with business users to agree and implement short and medium term modifications to demand.
19. Provides technical expertise to enable the correct application of operational procedures. Contributes to the planning and implementation of maintenance and installation work. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers.
20. Manages the storage and backup systems to provide agreed service levels. Responsible 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.

21. Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends.
22. Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement. Analyses metrics and reports on performance of incident management process.
23. Develops and maintains the standards, processes and documentation for data centres. Optimises efficiency in population of data centre space. Ensures adherence to all relevant policies and processes. Uses data centre management tools to plan, record and manage the types of infrastructure installed and the associated power, space and cooling capabilities, usage and actions to meet corporate sustainability targets.
24. Manages individuals and groups. Allocates responsibilities and/or packages of work. Provides support and guidance as required, in line with individuals' abilities. Delegates responsibilities as appropriate. Advises individuals on career paths, and encourages proactive development of skills and capabilities. Sets performance targets, and monitors progress against agreed quality and performance criteria. Provides effective feedback, throughout the performance management cycle, to ensure optimum performance. Mentors individuals, possibly within other parts of the organisation. Participates, as appropriate, in formal processes such as disciplinary procedures.
25. Determines the required outcomes for learning or development, from organisational development needs training strategies, and agreed career pathways. Mentors assigned practitioners, ensuring alignment with predetermined statements of required development outcomes. Assists each practitioner with the creation of development plans based on the outcome statements. Ensures that each practitioner records evidence of continuing professional development. Validates practitioners' records at the end of each cycle of planned development, to ensure that achievements and enhanced capabilities are correctly recorded and referenced to the outcome statements. May contribute to practitioners' performance appraisals.
26. 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. Ensures potential disputes or conflicts are raised at an early stage, with clear escalation paths for resolving them. Performs bench-marking and makes use of supplier performance data to ensure that supplier performance is properly monitored and regularly

reviewed. Identifies constraints and opportunities when negotiating or renegotiating contracts.

27. Manages aspects of the product lifecycle, working with colleagues in other disciplines to enable effective marketing and customer support. May act as product owner for one or more lower value products or services.

Deputises for the Head of Core Technology Services 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 Head of Core Technology Services.

2.4. Supervision Given

Systems 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	<ul style="list-style-type: none"> • A degree relevant to IS/IT. • Or full membership of an IS/IT professional body. • Or substantial experience in lieu of the above which demonstrates a professional approach to IS/IT development. 	<ul style="list-style-type: none"> • MCSE (Cloud: Platform and Infrastructure). • ITIL. • CISSP.
Knowledge & Experience	<ul style="list-style-type: none"> • Understanding global / local business differentiation. • Knowledge of customer behaviours, needs and expectations. • Digital business literacy. • Tracking of emerging trends. 	<ul style="list-style-type: none"> • Understanding of business organisation, politics and culture. • Ability to understand related industries. • Higher Education experience.
Interpersonal Skills	<ul style="list-style-type: none"> • Results orientation. • Collaboration / teamwork. • Resolving conflicts and problems. • Adaptability. • Openness to learning. • Decisiveness. • Accountability. • Communication, listening and information gathering. • Creative and innovative thinking. • Influencing and persuading. 	<ul style="list-style-type: none"> • Conceptual thinking. • Strategic thinking. • Leading, inspiring and building trust.
Job-related Skills, Abilities & Competencies	<ul style="list-style-type: none"> • Supplier management. • Integrating solutions. • Understanding digital technologies. • Understanding existing systems and technology. • Problem solving. • Public cloud infrastructure. • Systems applications (authentication, email etc.) operational management. • Cyber-security within cloud and infrastructure technologies. 	<ul style="list-style-type: none"> • Microsoft Azure. • Amazon Web Services.
Other Requirements	<ul style="list-style-type: none"> • A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. 	

	<ul style="list-style-type: none">• An appreciation of other cultures; the global reach of the University and its international agenda.• A mature, professional and self-motivated approach to tasks.• Ability to represent IT Services in formal and informal settings.• Able to work under pressure.• Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives.• Health & Safety Awareness.	
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