

## JOB DESCRIPTION

<b>JOB TITLE</b>	Head of Infrastructure				
<b>DEPARTMENT</b>	ICT				
<b>JOB NUMBER</b>		<b>GRADE</b>	9	<b>DATE</b>	
<b>REPORTS TO</b>	Deputy Director of ICT (Head of Technical Services)				

CONTEXT

JOB PURPOSE
<p>The role sits within the Technical Services team and the post holder is expected to have a good understanding across a broad range of ICT disciplines, although likely to specialise in one or more areas of expertise such as, but not limited to, server and storage, networking &amp; telephony, desktop workstations, applications and audio visual.</p> <p>Providing an 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 2nd/3rd line support capacity. The role holder will also contribute to the design, implementation and ongoing maintenance and monitoring of the University ICT Infrastructure both on premise and in the cloud.</p> <p>The team is responsible for the smooth running of all ICT Infrastructure and contribute to ongoing continual service improvement</p> <p><b>Autonomy</b> Has authority and responsibility for all aspects of a significant area of work, including strategic policy formation &amp; application and technical, financial and quality aspects. Is fully accountable for actions taken and decisions made, both by self and subordinates.</p> <p><b>Influence</b> Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations. Develops long-term strategic and influential relationships with customers, partners, industry leaders and government. This role is expected to be a role model to others across the department.</p> <p><b>Complexity</b> Leads on the formulation and implementation of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.</p>

### **Business Skills**

Has a full range of strategic management and leadership skills. Understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner. Has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that employ IT. Communicates the potential impact of emerging technologies on organisations and individuals and assesses the risks of using or not using such technologies. Assesses the impact of legislation, and actively promotes compliance. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in IT.

## **KEY RESPONSIBILITIES**

### **SERVICE MANAGEMENT**

Takes accountability of a number of significant service areas to deliver a professional service including:

- Sets strategy for a significant area of responsibility in support of the University's goals and promotes the opportunities that technology presents. Prioritising and planning activity across a range of services to deliver on objectives
- Ensures that a Service Catalogue of all available services within own IT function is created, maintained, and used as the basis of the Service Level Agreements. Is accountable for command structure and escalation procedures, and ensures that the requisite operational methods, procedures, facilities and tools are established, reviewed and maintained.
- Actively seeks ways to exploit information technology to address complex business, organisational and technical issues, of both a conventional and innovative nature and assesses the impact upon the business.
- Manage the budget of the services, including where applicable, charging of IT resources and services; tracks actual costs against predicted costs. Is responsible for contract development and negotiation with third party suppliers.
- Change Management; co-ordinates the preparation of proposals for substantial changes, including both technical and commercial assessments. Accountable for ensuring that all changes within area of responsibility are carried out under the ICT change process.
- Problem Management; Analyses incidents and problems, and determines trends, initiating preventive action, to minimise the likelihood of recurrence.
- Setting of service levels targets; analysis of data to inform decision making & Continual Service Improvement measures
- Uses negotiating skills and personal influence when representing the ICT department within the University at the highest level and representing the University externally. Responsible for ensuring the recovery and delivery of services in the event of major incident

### **DESIGN & DOCUMENTATION**

Takes a leading role and responsibility for the below areas:

- Recognises opportunities for the business, typically involving the application of technology across a very broad technical front and shows ability to define initiatives which will exploit such opportunities. Ensures that business benefits are clearly defined and appropriately quantified alongside outcomes.
- Takes responsibility for all aspects of systems specification and design, ensuring compatibility with enterprise and solutions architectures.
- Plays a key technical role in the assessment and selection of software packages.
- Provides expert advice to those engaged in activities where the technical specialism is applicable in IT and related areas such as budgetary and financial planning, legislation, and health and safety.
- Takes responsibility for the provision of quality assurance of activities involving the technical specialism.

## PROJECT MANAGEMENT

Takes responsibility for the execution of large complex programme/project(s) covering:

- Takes responsibility for the delivery of high-profile projects and programmes of work, typically with large budgets, establishing and maintaining the correct structures to control and monitor the deliverables to the business.
- Leads project planning, scheduling, controlling and reporting activities for strategic, high impact, high risk projects, ensuring that comprehensive project plans are prepared and maintained.
- Liaises with management at the highest levels within the business, managing their expectations for projects.
- Contributes extensively to the annual planning and budgetary process for the IT functions and to the business strategy of the organisation as a whole, including strategies governing the direction and conduct of project management.
- Ensures that realistic project plans are prepared and maintained for projects and sub-projects. Monitors and controls team performance against plans. Maintains effective financial and project progress forecasting, and reports as appropriate.
- Developing and maintaining the appropriate environment to support project managers, including the processes and practices for managing projects and the training and coaching of project managers and teams.
- Ensures that the programme implements changes which achieve the objectives that have been set, meets real business needs and measurably improves service and business value. Ensures that the business benefits are realised within the terms of the business case which has justified the programme funding and the ongoing operational funding.
- Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are captured and appropriate action taken. Produces appropriate documentation to support these processes.

## SECURITY ADMINISTRATION

Within area of accountability:

- Maintains knowledge and awareness of ICT Security policies & procedures 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 staff for assistance.
- In consultation with senior security personnel, 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.
- Recognises requirements for, and creates, auditable records, user documentation and security awareness literature for area of responsibility.

## TEAM LEADERSHIP

- Carry out all administration and compliance requirements associated with the line management of individuals and to contribute to the tactical, operational and strategic resourcing requirements of the department as a whole.
- Consideration of individual welfare and pastoral care, including appraisal, training, development, disciplinary and performance management.
- Ensure effective bi-directional communication between team members and management.
- To support, motivate and enthuse staff within own team. Act as a role model for others in the department exhibiting appropriate behaviours and demonstrating 'xxxx'.

### PERSONAL DEVELOPMENT

Develops and maintains knowledge and communicates the technical specialism by:

- Reading relevant literature and attending training.
- Attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional and trade bodies.
- 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 & PERSONAL NETWORKS

- Champions the benefits of technical specialism and plays a leading role in special interest groups concerned with the technical specialism and writes, or contributes to, articles and papers and speaks at conferences, user groups, or specialist subject groups.
- 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 senior stakeholders.
- Liaises with HE sector and external organisations and key suppliers to share ideas, compare approaches and develop best practice.

**In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.**

### ADDITIONAL INFORMATION

#### Scope and Dimensions of the Role

The post holder will work flexibly, independently of location, in order to deliver on objectives.

#### Key Working Relationships/Networks

Internal	External
<ul style="list-style-type: none"><li>• ICT Senior Management</li><li>• ICT teams</li><li>• College staff (research, academic and administrative)</li><li>• Professional service staff</li><li>• Student Union</li><li>• Students</li></ul>	<ul style="list-style-type: none"><li>• Key Suppliers and Commercial Partners</li><li>• Other institutions</li><li>• Sector bodies (UCISA/JISC)</li><li>• Relevant professional bodies</li><li>• Represents the University at appropriate forums and makes a positive contribution to relevant sector/industry groups.</li></ul>

## PERSON SPECIFICATION

JOB TITLE	Head of Infrastructure	JOB NUMBER	
Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)	
<b>Qualifications:</b>			
Educated to degree level or equivalent experience	E	A,I	
Industry qualifications	D	A,I	
Membership of relevant professional bodies	D	A,I	
<b>Experience:</b>			
Specific high level experience working in large and diverse environment, deploying and managing IT Infrastructure	E	A,I	
Experience of preparing and managing budgets	E	A,I	
Extensive experience of working within large complex programmes and projects	E	A,I	
Proven record of delivering excellent results within a given timescale	E	A,I	
Experience of providing sound design solutions to complex issues	E	A,I	
Experience of working in a large, challenging multi-site environment	E	A,I	
Experience of managing large multi-disciplined teams including line management	E	A,I	
Knowledge of the HE sector	D	A,I	
<b>Skills and Knowledge:</b>			
Specific skills & knowledge of a significant area of ICT infrastructure (networking, systems, database administrator etc.)	E	A,I	
Deep understanding of specific ICT disciplines	E	A,I	
Excellent problem analysis and creative solving skills	E	I	
Excellent programme/project management skills	E	A,I	
Deep understanding emerging technology trends	E	I	
Supplier Relationship & negotiation Skills	E	A,I	
Knowledge of service delivery frameworks and methodologies	E	A,I	
Excellent written and verbal communication skills	E	A,I	
Relevant issues, developments and trends within the education sector	D	I	
<b>Competencies and Personal Attributes:</b>			
Credibility and integrity	E	I,R	
Positive and open in communication both verbal and written	E	I,R	
Initiative and confidence	E	I,R	
Analytical in approach to acquiring knowledge and information	E	I,R	
Collaborative, able to build working networks	E	I,R	
Commitment to service quality whilst adhering to internal procedures.	E	I,R	

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.