



## Candidate Information

**Position:** ECIT Global Innovation Institute IT Manager  
**School/Department:** The Institute of Electronics, Communications and Information Technology (ECIT)  
**Reference:** 22/109839  
**Closing Date:** Wednesday 1 June 2022  
**Salary:** £42,149 - £51,799 per annum  
**Anticipated Interview Date:** Monday 20 June 2022

### JOB PURPOSE:

To provide and maintain high quality Information Services (IS) to internal University staff/students, external companies residing within ECIT Global Innovation Institute (ECIT GII), and external global partners utilising ECIT GII research infrastructure all within data protection, governance and contractual regulations and requirements.

### MAJOR DUTIES:

1. Responsible for the IT infrastructure management with ECIT GII. This involves detailed systems analysis of current methodologies; identification and implementation of enhancements for both current industry standard practices and delivery of novel solutions to ensure that business objectives are met within security and data regulatory standards.
2. Provide updates and reports to inform senior management of the IT infrastructure compliance to business objectives via management and monitoring of key performance metrics.
3. Ensure the technical development and delivery of the mission and strategic priorities for ECIT GII.
4. Development, review, and maintenance of ECIT GII IS policies to ensure effectiveness in both delivering a high-quality end-user service and alignment to business objectives whilst also complying with current University policy baselines.
5. Manage technical staff and coordinate workflows and activities to ensure that support provisioning complies with defined performance metrics, development requirements and support objectives to delivery and effective IS support service to customers.
6. Provision of technical support to both internal and external customers/companies; delivering novel and specific technical solutions that meet the requirements of the varied ECIT GII customer support base.
7. Purchasing control and recommendation for all technical or related purchases within ECIT GII, ensuring compliance with university requirements, licensing laws and external funding body reporting structures.
8. Liaison with other university departments, external companies, and business partners to ensure the effective provision of all levels of technical support activity within ECIT GII.
9. Equipment and software licensing management to ensure compliance with current legislative and regulatory requirements.
10. Integration of emerging technologies into the support services portfolio for ECIT GII in line with current and future business objective opportunities.

### ESSENTIAL CRITERIA:

1. Educated to Honours degree or have substantial relevant IT experience.
2. A minimum of 4 years' recent relevant experience of:
  - Working in IT management role
  - Planning and delivering projects on time and within budget
  - Providing technical support and solutions to a range of stakeholders.
  - IT resource planning and development e.g. buildings, staff, equipment, datasets, etc.
  - Developing and implementing relevant technical policies and procedures.
3. Evidence of leadership in identifying and introducing systems or processes which enhance data security and/or registration processes.
4. Evidence of risk identification and management.

5. Analytical skills and ability to analyse complex information to problem solve and/or inform decision making.
6. Ability to communicate complex information effectively to a range of stakeholders.
7. Ability to work independently with a high level of self-motivation whilst also working collaboratively with many stakeholders within defined deadlines.
8. Ability to lead and manage multiple projects simultaneously.
9. Ability to work outside normal hours, when necessary, link internationally when required and adhere to confidentiality and security requirements of ECIT GII.

**DESIRABLE CRITERIA:**

1. Masters degree with a relevant IT component.
2. Demonstrable experience in:
  - The production and interpretation of technical services reporting data
  - Managing heterogenous windows and Linux environments
  - Budget management, planning and re-profiling of complex budgets
  - Facilitating research projects
  - Cloud-based services management
  - Containerised technologies
  - Virtualisation technologies
  - Networking and storage technologies.
  - Automation and orchestration techniques and tools.