



Candidate Information

Position: Assistant Director - IT Systems and Services
School/Department: IT Systems and Services
Reference: 22/110299
Closing Date: Monday 31 October 2022
Salary: Salary will be commensurate with experience.
Anticipated Interview Date: Tuesday 15 November 2022

JOB PURPOSE:

The Assistant Director is responsible to the Director of Information Services and will direct and lead the strategic development of IT Systems and Services ensuring the delivery of high quality and responsive services which supports and drives forward the University's vision in relation to learning and teaching and world class research.

The postholder will be responsible for the effective management of the IT Systems & Services Division, which provides the computing infrastructure and overall technical support needed for the successful operation of Information Services.

MAJOR DUTIES:

1. Lead, manage, develop and co-ordinate the delivery of a comprehensive and integrated range of critical IT Systems and Services including:
 - The University's computer infrastructure, inc Data Centres, Networks, Cloud based systems and Cyber Security
 - Central computer systems including those which support high performance computing
 - Enterprise services including Cloud Services (Including hybrid), email, Web, directory services and filestore
 - The Service Desk and related support services
 - Student Computing Centres services
2. Contribute as member of the Senior Management Team to the formulation, implementation and monitoring of the aims and objectives of Information Services aligned to University Strategy (initially Strategy 2030).
3. Review Service user needs and advise Information Services and the University on the potential developments in Information Computing Technology, considering the impact of Digital Transformation, and develop the Universities systems as appropriate.
4. Manage and develop the staff team in support of the objectives of the Division.
5. Manage the Division as the centre for technical expertise (strategic, developmental, and operational) for Information Services and the wider University.
6. Operate policies and arrangements to monitor and influence hardware and software standards within the University.
7. Be responsible for the registration, authentication and monitoring of users and devices.
8. Work collaboratively with Schools and Directorates to meet their information and computing needs
 - In particular the support of Estates major and minor works projects and feeding into and supporting their Capital Works program.
9. Develop and maintain effective working relationships with internal and external partners.
10. Manage the provision, administration and distribution of site-licenced software.
11. Manage the Divisions budget including the generation of income.
12. Represent Information Services, with delegated authority from the Director, inside and outside the University.
13. Undertake such other management duties as may be required in furtherance of the work of Information Services.

ESSENTIAL CRITERIA:

1. Degree/post graduate qualification (or equivalent) in Computer Science or related subject
2. Substantial relevant professional experience of managing a large-scale computing environment and the associated systems and solutions.

3. Must demonstrate a good working knowledge and relevant practical experience of:
 - Managing Teams
 - Managing resources/budget
 - Service Delivery
 - Cyber Security
 - Data Centres
4. Relevant experience of managing a sizeable team comprising qualified and experienced IT professional and technical staff.
5. Relevant experience of introducing self-service channels and automated workflow for fulfilment of key services.
6. Experience of developing innovative and practical solutions for strategic change.
7. Relevant leadership experience - working with, and influencing, senior management.
8. Experience of managing and controlling budgets/resources/funding and an understanding of financial management and procurement procedures.
9. Must demonstrate a wide ranging and in-depth knowledge of the hardware, networking and operating system, applications software, support and other issues relevant to delivering IT systems and services to a large- scale organisation.
10. Must demonstrate a clear understanding of relevant policies and codes of practice (eg systems security, accessibility)
11. Must demonstrate ability to communicate technical information to colleagues and non technical users of all grades with clarity and effectiveness.
12. Demonstrable ability to plan and organise work activities.
13. Demonstrable ability to lead and motivate a team of professional and technical staff delivering all aspects of the corporate network.
14. Demonstrable ability to work with users and provide an excellent professional service.
15. Demonstrable ability to negotiate with external contractors and product suppliers.
16. Must demonstrate strong reasoning ability.
17. Keen to learn and undertake suitable training in relevant new technologies in accordance with needs of the post.
18. Strong interpersonal skills including evidence of leadership, motivating, negotiating, influencing and networking skills.
19. Must be willing to provide cover, as required, during weekends and evenings, over critical periods and over some holiday periods as required in accordance with the needs of the Service.

DESIRABLE CRITERIA:

1. Hold or be about to obtain relevant professional qualification.
2. BCS Professional / Chartered Membership or equivalent .
3. Prince 2 Practitioner.
4. Experience of participating on committees or decision-making bodies within an organisation.
5. Experience of applying and monitoring activities within corporate and legal guidelines/best practices. E.g. running European Journal tender exercises.
6. Significant working knowledge of a unified communications infrastructure and broad IT Infrastructure technologies e.g. Virtualisation and Hybrid Cloud.
7. Ability to demonstrate involvement in Data Centre design, build and deployment.
8. Demonstrable specialist knowledge of current best practice in telephony related computer deployments.: In particular Microsoft SfB or VoIP.
9. Evidence of ongoing self-training or self-directed learning.