

## ***IT Services***

### ***Head of User Infrastructure***

#### ***Job Description***

<b>Job Title:</b>	Head of User Infrastructure
<b>Grade:</b>	7
<b>Job Family:</b>	Technical
<b>Work Base:</b>	Cambridge or Chelmsford
<b>Hours of Work:</b>	Full time, 37 hours per week (You will be part of a scheduled on-call rota and may be required to facilitate the resolution of large-scale support issues outside of core operational hours, which can include additional work on- and off-site during evenings and at weekends)
<b>Responsible to:</b>	Assistant Director, Infrastructure and Operations
<b>Responsible for:</b>	Lead Technical Analysts for: <ul style="list-style-type: none"> <li>• Endpoint Management (1)</li> <li>• Microsoft365 and Aligned Cloud Services (1)</li> <li>• Multimedia Infrastructure (1)</li> <li>•</li> </ul>
<b>Relationships and Contacts:</b>	Students Colleagues Suppliers and other external stakeholders Professional bodies, user groups and other external organisations Members of the public
<b>Job Purpose:</b>	<p>The role of Head of User Infrastructure encompasses all aspects of the planning, acquisition, installation, maintenance, management, operation, security decommissioning and withdrawal of the technologies, systems and services that underpin Anglia Ruskin University (ARU)'s on-campus and cloud-based end user experience, including the design and implementation of the multimedia solutions that support academic learning spaces.</p> <p>As a member of our Management Team (ITS-MT), you will directly influence the success of IT Services (ITS), by:</p> <ul style="list-style-type: none"> <li>• Providing senior leadership to the teams responsible for availability, operation, maintenance and quality of service of ARU's User Infrastructure.</li> <li>• Ensuring that the systems, services, processes and procedures that underpin the delivery of our user infrastructure facilitate our corporate objectives and remain effective and fit for purpose.</li> </ul>

- Co-leading our corporatwide cyber- and information security provision and incident response, including all statutory and contractual reporting.
- Representing us at a senior level within the department, across ARU and externally.

### **Principal Accountabilities:**

#### **Operational**

1. Manage the provision and support of all aspects of information technology (IT) infrastructure that supports the end user experience at ARU, maximising availability and minimising service disruption through a comprehensive programme of system monitoring, proactive action and preventative maintenance in the live environment.
2. Work closely with our Architecture, Development and Application Management teams to ensure the transition of services and solutions into and out of our operational environments, in line with our operational planning and strategies for the rolling replacement of systems, services and equipment.
3. Take a role in the development, delivery and review of relevant University-wide strategies, policies, standards, guidance, governance processes and performance measures to ensure optimal efficiency, effectiveness and value of the services that we provide.
4. Lead on matters of information and system security, business continuity, disaster recovery and user safeguarding in respect of our user-focused infrastructure and cloud services, working with the Lead Security Analyst (Infrastructure) and others to mitigate issues such that our business needs are balanced with legal, technical and operational requirements.
5. Provide regular performance and capacity management reports for critical systems to the Directors of IT Services, orchestrating action across the User Infrastructure teams to remedy shortfalls.

#### **Financial and Resource Management**

6. Work in partnership with our University Procurement Department to establish and maintain purchase and support contracts through competitive acquisition exercises, ensuring that we achieve best value from and continuous improvement of each arrangement.
7. Delegate small-scale solution acquisition from agreed suppliers to appropriate team leaders, supervising outgoings and progress to ensure that corporate purchasing procedures and guidance are always followed.
8. Manage expenditure against assigned maintenance, support, subscription and consultancy budgets, ensuring value for money and optimising financial performance against agreed targets.

#### **Personnel and Managerial**

9. Manage the operation of our Endpoint Management, Microsoft365 and Aligned Cloud Services and Multimedia Infrastructure teams, ensuring that all aspects of support meet agreed level of service through the appropriate prioritisation, escalation, scheduling and deployment of available internal and external resources.
10. Build strong, effective, efficient and customer-focused workforce across all areas of User Infrastructure, providing leadership that is coherent with the values of ARU, motivating staff and promoting performance improvement so that ITS delivers excellence.

11. Guide the development of individual team members, working with team leaders to implement a comprehensive and tailored program of personal development and performance management.

### **Influencing**

12. Contribute to the leadership of the IT Services as a member of the ITS-MT, participating in and contributing to our annual service implementation and financial planning activities.
13. Form alliances with key internal stakeholders and contacts across ARU, enabling effective communication and delivery of our services while raising our departmental profile.
14. Develop and maintain strategic and operational relationships with vendors, suppliers support providers and other external bodies, overseeing performance and monitoring expenditure on maintenance, support, subscription, and consultancy budgets.
15. Maintain up-to-date knowledge of emerging technology trends and developments in areas of interest to our University and advising how such enhancements can support the delivery of our business objectives.
16. Represent ITS and ARU on internal and external groups as appropriate.

### **Other**

17. Work to all our University policies and procedures and take local responsibility for their local implementation within your sphere of influence.
18. Act as a duty senior manager to co-ordinate out-of-hours incidents on an agreed rota.
19. Deputise for the Assistant Director, Infrastructure and Operations, as agreed.
20. Comply with Data Protection Act 2018 and GDPR requirements in all working practices, maintaining confidentiality, integrity, availability, accuracy, currency and security of information as appropriate, and taking personal responsibility for all personal data within your own working environment.
21. Such other duties temporarily or on a continuing basis, as may reasonably be required, commensurate with your grade.

This is a description of the job as it is presently constituted. It is normal practice to review periodically job descriptions to ensure that they are relevant to the job currently being performed, and to incorporate any changes which have occurred or are being proposed. The review process is carried out jointly by manager and employee and you are therefore expected to participate fully in such discussions. In all cases, it is our aim to reach agreement to reasonable changes. Where it is not possible to reach agreement, we reserve the right to make reasonable changes to your job description that are commensurate with your grade after consultation with you.

June 2024



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#### ***Person Specification***

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p><b>PROFESSIONAL/ACADEMIC QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>Higher degree and significant demonstrable professional experience relevant to the role</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>Relevant professional qualification at a postgraduate level (chartered where appropriate) and significant demonstrable professional experience relevant to the role</li> </ul>	<ul style="list-style-type: none"> <li>Information Technology Infrastructure Library (ITIL) Practitioner</li> <li>British Computer Society (BCS) Foundation Certificate in Information Security Management Principles (CISMP)</li> </ul>
<p><b>EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>Substantial, relevant and recent experience of cloud and identity service delivery for a medium-sized (1000+ employee) corporate environment</li> <li>Practical experience of end user device management in a corporate setting</li> <li>Substantial people management experience, including performance and absence management and coaching</li> <li>Experience of managing supplier arrangements including large support and service contracts</li> <li>Experience of working with a broad range of IT user-focused infrastructure technologies</li> </ul>	<ul style="list-style-type: none"> <li>Experience as a practitioner of different IT-related disciplines such as operations, customer service, application support, development or project management</li> <li>Experience of preparing large (£100k+) tenders</li> <li>Previous experience of the design and implementation of the IT components of teaching spaces</li> <li>Previous Higher Education experience</li> </ul>
<p><b>KNOWLEDGE/SKILLS</b></p> <ul style="list-style-type: none"> <li>Broad range of technical skills</li> <li>Excellent leadership and influencing skills</li> <li>Strong organisational skills with an ability to delegate appropriately</li> <li>Familiar with the principles of ITIL Change, Availability and Capacity Management</li> <li>Excellent communication and interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>IT Service Management</li> <li>Knowledge of the end-to-end lifecycle of systems development</li> <li>Implementation and use of a Configuration Management Database (CMDB)</li> <li>Budget management</li> </ul>

<p><b>PERSONAL QUALITIES/DISPOSITION</b></p> <ul style="list-style-type: none"> <li>• Cross-functional and inter-disciplinary awareness</li> <li>• Strategic thinking and decision-making</li> <li>• Analytical approach to creative and pragmatic problem-solving</li> <li>• Proactive self-starter with the ability to prioritise and multi-task</li> <li>• Customer focused</li> <li>• Ability to work in a pressurised environment</li> <li>• Team player</li> <li>• Sympathetic to and supportive of the culture of an academic organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Organisational awareness</li> </ul>
<p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>• Compliance with Data Protection Act 2018 and GDPR principles and requirements</li> <li>• Committed to equality and diversity, our Health and Safety policies and procedures and our University's <a href="#">values</a></li> <li>• Committed to personal and professional development within the role</li> <li>• Able to work outside normal office hours and across campuses, when necessary</li> <li>• This appointment is subject to an enhanced level children's and adults barred list disclosure from the Disclosure and Barring Service Committed to personal and professional development within the role</li> <li>• Able to work outside normal office hours and across campuses, when necessary</li> </ul>	

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