Head of Systems
Department of Information Services

Closing date: 7 April 2019
Interview date: 25 April 2019
Vacancy reference: 7445
INTRODUCTION

We are looking for a talented and enthusiastic leader to take up the role of Head of Systems in IT Services at the University of York. In this newly created role, you will be the lead for architecting, managing and securing the server and software infrastructure that underpins all of the services delivered by central IT, as well as managing the running and upgrades of all our key business systems and databases.

You will contribute to the success of our services through skillful leadership, inspiring the teams to grow further by collaborative and high-trust management, ensuring that the teams deliver services to agreed standards while we redevelop and transition from our on-premise data centres to co-location and the public cloud.

This is a key role for which we seek an exceptional candidate
Main purpose of the role:

This is a senior management role within IT Services

- To be responsible for the provision of the server infrastructure services to ensure they meet University needs
- To be responsible for the delivery of key business systems, their smooth running and upgrades etc
- To be responsible for the delivery of systems for Commercial Services, Estates and other related areas
- Develop and manage a robust engagement model to ensure that customer needs from all areas of the University are clearly understood and that communication is two way and meaningful.
- To stay abreast of new developments in technology or services needed by the University and advise the Director of Infrastructure and Faculty IT appropriately.

Key responsibilities:

(Role holders will be required to undertake some or all of the duties below)

1. Technical Leadership
   - Lead on server, storage and related infrastructure technology choices (including the use of public cloud) making appropriate changes to architecture and technology to ensure the University takes full advantage of developments in infrastructure delivery models and technology
   - To maintain awareness of developments in the discipline of IT infrastructure, considering the implications and opportunities they present for the University

- Provide specialist and expert technical advice to other teams within IT and elsewhere across the University. Assist the Director of Infrastructure and Faculty IT by providing advice, guidance and policies related to the IT infrastructure.
- Ensure that system and data security is embedded in all areas of activity.

2. Staff management and culture
   - Provide leadership to the Systems team, ensuring that excellent performance is the norm and that staff are given appropriate training and support to ensure they have the capability to meet current and future service demands
   - To ensure that staff have opportunities to develop professionally and personally and that welfare, health and safety matters are proactively addressed
   - Foster and support a culture that is focused on excellent customer service, continuous improvement, and involves and engages all staff to contribute to projects beyond the group as well as within it.

3. Communication and collaboration
   - To be a member of the IT Senior Management Team, advising the group on issues relating to the role including virtualisation platforms, cloud computing, storage, automation, databases etc
   - Work effectively with University auditors engaging with them on reports and audit as required
   - Build relationships across the University in areas and at levels relevant to the work of the team, including Finance, Estates, Health and Safety, Security, HR and Registry
   - Maintain a network of peers outside the organisation and keep informed about developments in the field.
4. **Service enhancement and delivery**
   - Develop, implement and manage processes and procedures to:
     i) capture and prioritise demand for projects and service enhancements
     ii) ensure suitable monitoring and process are in place such that service impacts issues are spotted either proactively and reactively, resolutions are managed, and a processes is in place to deliver learning outcomes from any incidents
     iii) ensure that projects are delivered on time and within budget
   - Ensure that services meet relevant legal, regulatory, Health and Safety, sector and University policy requirements
   - As required, be the first point of contract for major incidents outside standard hours as part of the Senior Management Team out-of-hours cover service
   - Be first point of contract and senior manager in charge of incidents within their areas of responsibility.

5. **Finance and resource management**
   - Advise the Director of Infrastructure and Faculty IT on budget requirements and financial planning for the work of the group and monitor expenditure of the group’s budget
   - Manage supplier relationships and products/services to gain price and long-term cost of ownership benefits
   - Work with the Director of Infrastructure and Faculty IT to run high value tenders (up to £1m). Be responsible for technical specifications and requirements in such tenders and evaluation of responses to such tenders.

6. **Representation**
   - Represent the group and the Directorate within and beyond the University as appropriate
   - Deputise for the Director of Infrastructure and Faculty IT Services as required

7. **Strategy and change**
   - Lead on IT Strategy in areas related to the role, including virtualisation and storage platforms and system management and automation, ensuring institutional and customer needs are fully represented.

8. **Personal and professional development**
   - Monitor and maintain awareness of HE agendas and developments nationally and internationally, and strategic aspects of service delivery in respect of the role portfolio.

9. **Other**
   - The above list of duties is not exhaustive and is subject to change
   - The post holder may be required to undertake others duties within the scope and grading of the post as required by the Director of Infrastructure and Faculty IT.
# PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Educated to degree standard in a science-based discipline or equivalent professional experience</td>
<td>Essential</td>
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**Knowledge**

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<tr>
<td>Deep knowledge of how modern large scale IT systems are architected and managed.</td>
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<td>Detailed understanding of how hardware and software integrate to deliver complex services.</td>
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<td>Extensive knowledge of IT security and best practice in this area.</td>
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<td>Good understanding of the IT hardware landscape and the current trends and directions in service delivery.</td>
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<tr>
<td>Knowledge of at least one major public cloud platform (AWS, Azure or GCP)</td>
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<td>Understanding of Higher Education environment.</td>
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**Skills, abilities and competencies**

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<tr>
<td>High level of technical skills, for example in Linux server infrastructure or Windows server architecture.</td>
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<td>Ability to provide technical leadership across a broad range of systems and platforms and understand user requirements and translate them into technical infrastructure</td>
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<td>Ability to contribute to the strategic direction of the department and the services it runs</td>
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<td>The ability to evaluate complex hardware options and make recommendations on the basis of a variety of best fit models.</td>
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<td>Well-developed verbal and written communication skills with the ability to tailor communication to the audience.</td>
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<td>Highly developed influencing, advocacy negotiation and facilitation skills</td>
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<td>High level of numeracy for both budget management and to understand and plan complex system interactions.</td>
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<td>Proven problem solving skills and the ability to think laterally</td>
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<td>Good people management skills with the ability to lead teams across multiple disciplines</td>
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<td>Ability to delegate and empower staff to take decisions and initiate improvements</td>
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<td>Experience of managing staff in a highly technical environment.</td>
<td>Essential</td>
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<td>Proven experience of systems implementation.</td>
<td>Essential</td>
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<td>Experience of budget setting and monitoring.</td>
<td>Essential</td>
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<td>Supplier management and engagement</td>
<td>Essential</td>
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<td>Running large scale procurements</td>
<td>Essential</td>
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<tr>
<td>Experience of working with non-technical staff to advise on technical requirements or solve complex problems.</td>
<td>Essential</td>
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<td>Experience outside the HE sector</td>
<td>Desirable</td>
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<td>Involvement in national projects or initiatives</td>
<td>Desirable</td>
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**Personal attributes**

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<tr>
<td>Motivational leadership style with strong team building skills</td>
<td>Essential</td>
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<td>Personal credibility and integrity</td>
<td>Essential</td>
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<tr>
<td>High motivation towards service excellence and quality</td>
<td>Essential</td>
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<tr>
<td>Sensitivity and empathy with users, colleagues and staff</td>
<td>Essential</td>
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<tr>
<td>Professional reputation outside the University of York</td>
<td>Desirable</td>
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The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. More information about each of the Directorates areas is given below.

IT Services

Information Technology is fundamental to the teaching and research success of the University as well to its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.

We manage, develop and support the network infrastructure which interconnects all buildings as well as the high-speed link to the internet via the academic network provided by Jisc Technologies. Wireless coverage on campus is now nearly universal and students have access to both the wired and wireless network from their study bedrooms and in all teaching and public spaces across campus.

More recently, we have developed a research support team which offers advice and support to researchers across the University as well as small scale HPC, data storage and backup services. In addition, we are responsible for providing the technical infrastructure underpinning many of the Universities corporate information systems such as the VLE, web site, Student Record and Finance systems. We provide business analysis, project management and integration expertise to introduce new University wide systems and services that support teaching, research and administration.

We support over 6,000 centrally managed PCs, installed into classrooms for student use, and in offices for staff. More than 200 items of PC software are available, including standard office applications and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, provided a Windows based laptop loan service for students and support most other modern platforms. Since 2011 we have used the Google Apps for Education suite of software. This includes email, calendar and a whole raft of collaboration tools. Google Apps are now well embedded in the institution. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas and supports printing from wireless devices, scan to email and traditional photocopying.

Library Services

The Library offers a wide range of services and extensive
THE DEPARTMENT

collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1400 study spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year. We have a library available at the King’s Manor in the centre of York and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter.

The Borthwick Institute for Archives

The Borthwick is one of the biggest archive repositories outside London. Founded in 1953, we have collected archives from all around the world, from the 12th century to the present day. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching in many departments across the University. We also provide records management, Freedom of Information and Data Protection services for the University.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding multiple awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
The University

Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.

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THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7445
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 7 April 2019.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Arthur Clune, Director of Infrastructure & Faculty IT at arthur.clune@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835