Faculty IT Team Leader (Heath Sciences & Secure Data)

Department: IT Services
Hours of work: Full-time/37 hours a week
Contract type: Open
Salary: £40,322-£49,553 a year
**Introduction**

Leading a small team of technical staff and responsible for IT support within Health Sciences and for the University’s Data Safe Haven, this is a hands-on technical role with additional responsibility for data management in a health research environment, planning the team’s activities and ensuring excellent service delivery. The team leader will work closely with other parts of the Faculty IT Group as well as other teams with IT Services and contribute to detailed planning in conjunction with the Head of Faculty IT.

The team supports key technologies including the support, management and development of secure Windows desktops across the departments and works closely with the Desktop and Printing Team to ensure that departmental needs are met while building on central systems as much as possible. The team also provides support for the Data Safe Haven, a remote access secure data processing enclave with an ISO 27001:2013 ISMS.

Working within departments that conduct internationally leading research, teaching for undergraduates and postgraduates as well as continuing professional education, you’ll need to be able to work with their partners (primarily the NHS and Public Health England) ensuring that confidential health data is processed in secure ways, while enabling innovation in teaching and research.

**Main purpose of the role**

This role is a technical team leader, line managing a small team of support staff responsible for delivering specialist support primarily to the Department of Health Sciences. Working with colleagues across Health Sciences and the Centre for Health Economics, as well as central teams, you will support academics, students and administrators with all aspects of IT, particularly in the areas of secure data processing, teaching and research.

**Key responsibilities**

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

- Manage a team of specialist staff to deliver IT support to the Department of Health Sciences, including first and second line support and cover for operational services
- Lead the Department’s ongoing activity to ensure its IT strategies and information security policies remain compliant with all NHS data security requirements and relevant legal and statutory regulations pertinent to teaching and research in health sciences
- Oversee the Data Safe Haven, a remote access enclave for secure data processing with an ISO 27001:2013 ISMS
- Maintain up to date knowledge in all areas relevant to the role, including technical developments and best practice in IT and Health policy/governance including changes to key standards (NHS IG/DSP, ISO 27001, Cyber Essentials) and trends in data provider requirements
- Provide advice on data handling to researchers, leading on writing data handling procedures and advising on managing sensitive data
- Develop and maintain a register of data, systems and applications.
- Provide technical leadership to the team in areas of Windows server and desktop management with an emphasis on secure data management and cyber security
- Manage the departments systems, including Windows servers, websites (IIS)
• Deliver a stable and secure deployment platform for the software development team within Health Sciences

• Lead on handling responses and actions arising from audits, security scans and penetration tests in Health Sciences; ensure actions are tracked and delivered

• Manage the change from locally managed desktop to a secure version of the centrally managed one. Work with Desktop and Printing Services to specify the requirements for a secure desktop and ensure that Health Sciences’ needs are met

• Act as Project Manager for specific projects and service improvement initiatives, providing technical expertise and leadership to the development of IT services and system and managing external contractors to ensure projects are completed to the required quality and timescales

• Work with Health Sciences and the Head of Faculty IT to manage the budget for PC replacement and other IT systems within Health Sciences, and act as a key point of contact between the Dept of Health Sciences and central IT

• Deputise for the Head of Faculty IT as required
## Person specification

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Degree or equivalent qualifications, or proven relevant experience in a relevant IT field</td>
<td>Essential</td>
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<tr>
<td>“Certified ISO 27001 ISMS Lead Implementer” or similar or experience with ISO 27001 certification</td>
<td>Desirable</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<td>Good working knowledge of the Data Protection Act (GDPR) and Freedom of Information Act rules and regulations</td>
<td>Essential</td>
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<td>Demonstrable understanding of the operational requirements and challenges of delivering and supporting desktop services</td>
<td>Essential</td>
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<td>Knowledge of managing Windows desktops</td>
<td>Essential</td>
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<td>Awareness of network and system architectures, including firewalling and virtualisation</td>
<td>Essential</td>
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<td>Knowledge of the NHS Data Security and Protection Toolkit</td>
<td>Desirable</td>
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<td>Knowledge of ISO 27001:2013</td>
<td>Desirable</td>
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<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<td>Able to reconcile conflicting priorities and to respond positively to complete tasks to deadlines and specified standards in a busy service environment</td>
<td>Essential</td>
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<td>Excellent written and oral presentation skills, able to present complex technical ideas at the appropriate level to both technical and non-technical audiences</td>
<td>Essential</td>
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<td>Able to undertake risk assessments</td>
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<td>Proven ability to write detailed documentation, with strong attention to detail</td>
<td>Essential</td>
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<td>Proven project management skills including planning and organising resources, time, equipment, training, scheduling, coordinating meetings, setting targets (on multi-year timescale)</td>
<td>Essential</td>
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<td>Ability to engage, liaise and negotiate effectively to develop positive working relationships both with University stakeholders and external suppliers/ bodies</td>
<td>Essential</td>
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<td>Ability to develop scripts in Microsoft Powershell, or ability to code in another language and willingness to learn</td>
<td>Essential</td>
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The ability to think strategically and to demonstrate flexibility and innovation in adapting to changing needs | Desirable

**Experience**

Experience of working on complex IT projects, covering the full project cycle | Essential

Experience of maintaining desktop systems for a large user base in a complex environment | Essential

Working both independently and in a team-oriented, collaborative environment | Essential

Success in initiating and leading change | Essential

Experience of managing Windows desktops and servers | Essential

Experience of assessing the security of Windows systems | Essential

Proven success in managing and motivating staff, including planning activities, staff development, setting objectives and agreeing priorities | Desirable

Planning and co-ordinating the introduction of new services | Desirable

Experience of working with the NHS Data Security and Protection Toolkit | Desirable

Experience of working with an ISO 27001:2013 ISMS | Desirable

Production of management and other information reports | Desirable

**Personal attributes**

Encouraging towards innovation and development; committed to the continuing development of professional and technical skills of self and team members | Essential

A commitment to delivering high quality customer focussed service | Essential

Hands-on approach and willingness to be involved and active at all levels | Essential

Tactful, diplomatic and sensitive to the needs of others | Essential

Enthusiasm, flexibility and the ability to work under pressure and adapt to the changing needs of the role | Essential

Motivational leadership style with strong team-building skills | Essential

A team player who enjoys working closely with colleagues | Essential

Able to communicate clearly with people having a wide range of technical skills and understanding of data security practice and legislation | Essential