Head of Networks
IT Services

Closing Date: 29 September 2021
Interviews: Week commencing 11 October 2021
INTRODUCTION

The University of York is a Russell Group University made up of about 18,000 students and 4,500 staff and with a turnover of about £400m per annum. The University’s new Vice Chancellor arrived in September 2019 and commenced the development of the new University Strategy https://features.york.ac.uk/vision-for-york/

It is an exciting time to join the University as we emerge from the pandemic with new ways of working and a strategic change programme that is underpinned by an ambitious programme of digital transformation.

We are now recruiting three senior IT leadership roles that will be key to the success of this programme and the effectiveness of Information Technology Services at the University.

These roles will be a part of the IT Senior Leadership team which will be led by a newly appointed IT Director and two Assistant Directors. This will be a great opportunity for you to help shape the IT team as it evolves to take on new challenges and deliver against the vision and objectives of the University.

The higher education sector is diverse, complex and interesting. You may have experience of working in higher education or this may be the first time you have considered a role in the sector. It is important that you have the relevant experience for the role that you are applying for and that you can bring energy and enthusiasm to the role.

The University of York has a supportive and friendly environment and the IT team has an excellent reputation across the University.

If you believe that you have the relevant skills, if you are up for a challenge and want to contribute to a University that emphasises its existence for the public good, then we would love to hear from you and would welcome your application.

Stephen Talboys
Director of Technology, Estates and Facilities
Main purpose of role
This is a senior management role within IT Services.

• To be responsible for the provision of the network services to ensure they meet University needs
• To be responsible for the delivery of operational networks: wired, wireless, on-campus and external links, their smooth running and upgrades etc
• To be responsible for the operation and maintenance of supporting systems for the management of the network, including their security and upgrades
• To be responsible for procurements in the area, including implementation of multi-year high-value framework agreements
• To be responsible for the delivery of network services for Estates, including new builds and refurbishments
• To 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 Assistant Director of IT (Infrastructure) appropriately.

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

Technical Leadership

• Lead on network 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.
• Lead on the architecture and design of the campus wired and wireless network.
• 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.

Staff management and culture

• Provide leadership to the Networks 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.
Communication and collaboration

- To be a member of the IT Senior Management Team, advising the group on issues relating to the role.
- 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 and HR.
- Maintain a network of peers outside the organisation and keep informed about developments in the field.

Service enhancement and delivery

- Develop, implement and manage processes and procedures to: capture and prioritise demand for projects and service enhancements.
- To ensure suitable monitoring and process are in place such that service impacts issues are spotted either proactively and reactively, resolutions are managed, and processes are in place to deliver learning outcomes from any incidents.
- 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.

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.

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.

Strategy and change

- Lead on IT Strategy in areas related to the role, ensuring institutional and customer needs are fully represented.

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.

Other features of the job:

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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<thead>
<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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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Deep knowledge of how modern campus networks are architected and managed</td>
<td>Essential</td>
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<td>Detailed understanding of how hardware and software integrate to deliver complex services</td>
<td>Essential</td>
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<td>Extensive knowledge of IT security as it relates to Networking, and best practice in this area</td>
<td>Essential</td>
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<td>Good understanding of the IT hardware landscape and the current trends and directions in service delivery</td>
<td>Essential</td>
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<tr>
<td>Knowledge of networking with and within at least one major public cloud platform (AWS, Azure or GCP)</td>
<td>Desirable</td>
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<td>Understanding of Higher Education environment</td>
<td>Desirable</td>
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<tr>
<th>Skills, Abilities and Competencies</th>
<th>Essential / Desirable</th>
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<tr>
<td>High level of technical skills in the architecture of campus networks</td>
<td>Essential</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>
<td>Essential</td>
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<td>Ability to contribute to the strategic direction of the department and the services it runs</td>
<td>Essential</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>
<td>Essential</td>
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<td>Highly developed influencing, advocacy negotiation and facilitation skills</td>
<td>Essential</td>
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<td>High level of numeracy for both budget management and to understand and plan complex system interactions</td>
<td>Essential</td>
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<td>Proven problem solving skills and the ability to think laterally</td>
<td>Essential</td>
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<td>Good people management skills with the ability to lead teams across multiple disciplines</td>
<td>Essential</td>
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<td>Ability to delegate and empower staff to take decisions and initiate improvements</td>
<td>Essential</td>
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## PERSON SPECIFICATION

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<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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<tr>
<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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<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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<th>Essential / Desirable</th>
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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>Demonstrates integrity, openness and honesty with a strong commitment to equality and diversity</td>
<td>Essential</td>
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IT Services (ITS) is fundamental to the teaching and research success of the University and underpins all day to day operations. The services IT provides are available to the whole University community of around 25,000 students and staff. Our aim is to deliver services that are secure, reliable and resilient and, above all, serve the University’s mission and desire to transform. ITS continually develops new services to meet changing user needs, provides first-line IT support and facilitates business change and process improvement.

ITS provides the wired and wireless network infrastructure, devices and telephony, and manages our high-speed link to the internet via the academic network provided by JANET(UK). In addition, the department provides services to support research in the form of large scale data storage, high performance computing and specialist training.

At the desktop level, ITS provides the services to support around 8,000 centrally-managed PCs used in classrooms for student use and in offices for staff. More than 200 items of PC software are deployed to these desktops, including standard office applications and specialist software to support teaching and research. A managed Linux desktop is offered to science departments and there is also extensive supported use of OS X across the University.

The department is also responsible for providing the technical infrastructure underpinning many of the University’s core enterprise systems, such as the virtual learning environment, web site, student record system, finance and HR systems. These are large, complex systems and we work closely with other departments to adapt and develop these software applications to meet new requirements emerging in response to a competitive Higher Education environment.

https://www.york.ac.uk/it-services/
OUR COMMITMENT TO EQUALITY, DIVERSITY AND INCLUSION

Founded on the principles of excellence, equality and opportunity for all, the University is proud to create an environment that attracts staff and students from all over the world. What we gain from diversity is immeasurable.

Our Equality, Diversity and Inclusion Strategy, which was developed in partnership with our staff and student communities, describes our commitment to create a culture where everyone can contribute to university life, knowledge and growth.

We want to create a working, learning, social and living environment that will enable all staff and students to achieve their full potential. Our strategy sets out an ambitious set of objectives to succeed in our commitment, but we have a challenging journey ahead. We recognise that we are not truly representative of our communities locally, nationally and internationally. We would like to pay particular focus to gender parity across all levels, particularly in senior roles; the recruitment, retention and success of a more ethnically diverse staff and student community; an accessible and inclusive campus and ensuring that the values and behaviours we expect from everyone embrace inclusive responsibility and leadership.

Opportunity for all
Our outreach programmes and widening participation work have made us one of the most socially diverse universities among our peers. The York Students in Schools (YSIS) programme has been providing a helping hand in the city's classrooms for 25 years, placing around 700 students with local schools every year. It recently introduced a new English and Mathematics tutoring scheme.

A report by The Reform Research Trust in September 2017 ranked York second out of 29 high-tariff institutions for our track record in increasing access for disadvantaged students from 2011/12 to 2015/16.

Wellbeing and support
Students are encouraged to balance their studies with activities and interests to give them a healthier and more rounded student experience. We have invested heavily in support of physical health with new and improved sports facilities, and in mental health through our Open Door counselling and crisis team which now opens in the evenings during term time. We have also developed a support network of staff trained in Mental Health First Aid. University staff have access to wellbeing help and support, and can access advice through our site. Further information on our health and wellbeing support can be found at https://www.york.ac.uk/staff/support/.
THE UNIVERSITY OF YORK

We are a world-class institution, focused on creating an environment of excellence in which all our students, staff and researchers can thrive. Our Research Strategy encompasses our vision that York should provide a home for some of the best research in the world. ([https://www.york.ac.uk/research/](https://www.york.ac.uk/research/))

We are a high-performing member of the Russell Group, ranked 16th in the Guardian’s Best University UK Universities 2021 League Table, and 30th in the Complete University Guide 2020. We have been awarded TEF Gold for our research-led teaching which provides "consistently outstanding outcomes for students from all backgrounds".

Our Equality, Diversity and Inclusion Strategy speaks to the core of our values.

We hold 16 awards from Athena SWAN, recognising the advancement of gender equality: representation, progression and success for all.

Our vision is to be a university for public good, supported by five key strategic themes:

- Internationalism
- Sustainability
- Civic responsibility
- Research
- Student experience and teaching

At the heart of the region

The University is deeply embedded in the local community of North Yorkshire. Our values and commitment to the public good have never been more important. We are a hub for sharing knowledge, inspiring collaboration and enriching lives.

Across the University, we are mobilising our knowledge, our people and our resources to tackle the immediate and long-term challenges created by the coronavirus crisis.

[https://features.york.ac.uk/who-we-are/](https://features.york.ac.uk/who-we-are/)
Our campus community

Located within walking distance of York city centre, our safe and beautiful campus is home to our ten colleges and most departments. We also have departments located in the city centre at the historic King’s Manor, and we are investing in the sustainable development of our whole campus.

All York students become members of our college system, which provides an inclusive and a valuable sense of community on campus alongside the cultural offerings of the thriving city of York.

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.

Benefits & Rewards

- 38 days annual leave (including 8 bank holidays)
- Excellent Pension (23.70% Employer contribution = up to £14k per year)
- Flexible and remote working arrangements available
- Medical and Dental Insurance
- Cyclescheme
- Subsidised onsite gym (www.york-sport.com)
- Season Ticket loans
- Employee discounts and offers with leading online and high street retailers

For further information please visit our employee benefit pages
https://www.york.ac.uk/admin/hr/employee-benefits/selection/introduction/
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 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.
HOW TO APPLY

HAYS Technology is acting as an advisor to the University of York. A search process is being undertaken in addition to the public advertisement.

Should you wish to discuss the role in strictest confidence, please contact:

Sarah Hazelwood (Business Director)
HAYS Technology
E: sarah.hazelwood@hays.com
T: 0113 2003750

Applications should be uploaded at https://webmicrosites.hays.co.uk/web/university-of-york
The closing dates for applications is noon on 29 September 2021.