IT Services Operational Assurance Officer

Department: Directorate of Technology, Estates & Facilities (DTEF) - IT Services

Hours of work: Full-time, 37 hours per week
Part-time hours of 29.60 a week, 0.8 FTE, will also be considered

Contract type: Open

Salary: £34,308 - £42,155 per year
Introduction

The Directorate of Technology, Estates and Facilities (DTEF) is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’. The directorate consists of three sections - Technology (IT Services), Estates and Facilities.

This role is part of the Infrastructure team in IT Services, which covers systems, networks, cyber security, architecture, research IT and faculty IT.

Main purpose of the role

Reporting to the Assistant Director of IT (Infrastructure), and working closely with the Heads of Group and team leaders, the postholder will provide assurance that everything is in place to run reliable, efficient and highly-available services to meet the business needs of the University.

The post holder will be a highly organised individual, as you will be responsible for maintaining documentary evidence of our readiness and compliance, and will escalate issues to senior management where progress is not being made.

Key responsibilities

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

1. Role Specific Responsibilities
   - Ensure all services within IT Infrastructure have
     - A service catalogue entry with clearly defined service levels and an owner
     - A tested business continuity and disaster recovery plan
     - Sufficient knowledge shared within the team to operate those services
     - Full documentation to ensure they can be operated, supported and rebuilt
     - Computing risk assessments and/or DPIAs where this is required
     - Anything else that we determine is required for each service, for example it is likely we will need to start reporting on carbon emissions and sustainability for our services
   - Ensure that baseline security requirements are met across all Infrastructure services
     - Ensure that the patching policy is followed
     - Ensure that outdated operating systems are upgraded or removed before the end of life
   - Ensure that the IT risk register is appropriately maintained, and that actions are performed according to agreed timescales
   - Monitor contracts for IT Infrastructure to ensure that renewals or replacements are arranged in good time
     - Check expiry dates against the capital budget to ensure alignment and avoid unexpected costs
   - Track audit actions and pentest results for IT Infrastructure and ensure that timescales for remediation are met
   - Help to organise annual BC/DR exercises
   - Coordinate significant annual events for Infrastructure
     - Ensure a timetable for major upgrades over the Summer of all services
     - Ensure everything is ready for the start of the academic year
     - Clearing, ensuring all infrastructure is prepared, that changes are within the risk profile, and that we have sufficient cover
● Track capacity and usage growth to ensure we can meet projected needs
● Ensure that incident processes are followed, including the timely production of PIR/MIR reviews, and that actions are followed up on within agreed timescales
● Ensure that we have monthly RAG status updates on all infrastructure projects

2. University of York Responsibilities for Grade 6

Service and Operational Delivery
● Oversee a responsive and proactive support service to ensure service expectations are met.
● Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
● Contribute to operational leadership teams and decision making to shape the nature and level of support services.
● Implement changes to the design and development of a service.
● Accountable for delivery of a service within a defined area or defined responsibilities.
● Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
● Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis
● Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement
● Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
● Ensure the review and improvement of systems and procedures in line with University frameworks.
● Review internal and external practice to identify opportunities for future improvements or efficiencies.
● Apply expertise to identify, understand and propose resolutions for issues or problems.
● Proactively identify opportunities for building personal knowledge and skills for self and others.
● Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution
● Provide advice to stakeholders in relation to complex policies, procedures and regulations.
● Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
● Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
● Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
● Deliver training, teaching and/or development delivery for stakeholders.
Collaboration and Communication

- Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
- Build relationships and networks internally and externally to build and update knowledge and skills.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.

Governance and Oversight

- Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
- Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
- Contribute to the creation or development of policy and procedures to take account of internal and external changes.
- Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation

- Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid term.
- Plan and manage longer term programmes of work, monitoring progress as required.
- Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.

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.
## Person specification

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<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A working understanding of IT infrastructure terminology and an awareness of service management principles</td>
<td>Essential</td>
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<tr>
<td>A working understanding of the processes involved in maintaining and securing infrastructure on a medium to large scale</td>
<td>Essential</td>
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<td>A working understanding of risk management</td>
<td>Essential</td>
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<td>Willing to challenge IT staff on failure to follow agreed policies, and escalate where necessary</td>
<td>Essential</td>
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<td>Highly organised, able to maintain documentation and records to a high standard of accuracy, and present summaries to senior management</td>
<td>Essential</td>
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<td>An appreciation of Business Continuity and Disaster Recovery, and their criticality in operational readiness</td>
<td>Essential</td>
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<td>A good knowledge of ITIL terminology and best practices</td>
<td>Desirable</td>
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<tr>
<td>A working knowledge of ISO 27001</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 6

#### Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

#### Skills - demonstrates the ability to:

- Lead projects                                                              | Essential             |
- Gather, analyse, interpret and report complex data/information              | Essential             |
- Use digital technologies including Google applications and/or Microsoft Office | Essential             |
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential             |

#### Behaviours:

- Works collaboratively with others                                          | Essential             |
- Delivers a quality service                                                 | Essential             |
<table>
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<tr>
<th>Task</th>
<th>Importance</th>
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<tr>
<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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