



## Job Description

<b>Position / Job Title:</b>	<b>Infrastructure Manager</b>
<b>Ref:</b>	<b>ITS239</b>
<b>Location/Building:</b>	<b>Studland House, Lansdowne Campus</b>
<b>Faculty/Professional Service</b>	<b>IT Services</b>
<b>Group/Section:</b>	<b>Technology</b>
<b>Normal Hours per Week:</b>	<b>1.0 FTE</b> <b>(Some flexibility will be required in order to ensure that key time scales and deadlines are met)</b>
<b>Grade</b>	<b>9</b>
<b>Accountable to:</b>	<b>Head of Technology</b>
<b>Responsible for or supervises:</b>	<b>Datacentre Team</b>
<b>Special Conditions:</b>	<b>You may be required to be on-call on a pre-arranged rota basis, but no more frequently than one week in four.</b>

### Job Purpose

The Technology Group consists of all the technical design, development, and engineering IT teams. These include Applications, Datacentre, Networking, and End User Computing. The Technology Group are responsible for the development and delivery of the programme of IT investments within the University, as well as their ongoing operations.

The group is led by the Head of Technology, with a team of senior, multi-discipline managers (including this role), developing a clear vision for innovation and ongoing improvement of Bournemouth University's Information Technology to provide reliable, robust, and secure solutions to the university.

The Datacentre team (consisting of Microsoft Infrastructure, Database, Linux, and Server & Storage teams) underpins all the IT services delivered to BU and therefore this role plays a critical part in ensuring the delivery of a highly available, robust, and secure service across BU.

This role must balance the resourcing of team leadership and management, operational IT incident resolution, and strategic project work across the Datacentre team. Whilst managing the day-to-day operation of the team, the role also requires an in-depth technical understanding of related subject areas.

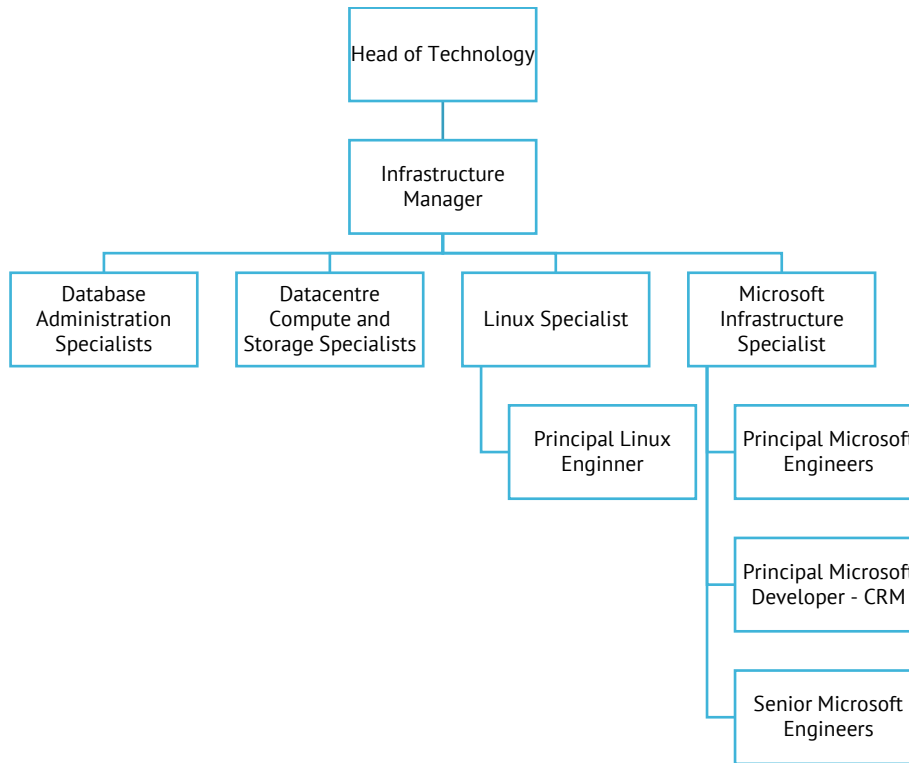
## Main Responsibilities

1. Act as Bournemouth University's lead technical expert for Datacentre technologies, both on premise and Cloud services including IaaS, PaaS.
2. Working closely with stakeholders across IT and the wider University this role will ensure Datacentre services are delivered efficiently, effectively, and securely, whilst taking into consideration varying stakeholder requirements and adhering to relevant policies and standards.
3. With substantial relevant experience, authoritative knowledge and proven capability, the post holder will demonstrate a proven and extensive track record in the delivery of complex infrastructure solutions and/or services.
4. Develop and manage Cloud infrastructure services that meet the university's needs, ensuring security, performance, and cost control.
5. Continuously update and develop specialist knowledge of infrastructure technologies and design principles through review and evaluation of emerging technologies.
6. Accountable for the quality of Datacentre solutions & services delivered to the IT Services' user community, ensuring compliance with service level agreements. Understand customer needs now and in the future and ensure Datacentre services are shaped to meet them. Identify and adopt good practice and maintain a continuous review of quality, to ensure the best possible Datacentre service.
7. Accountable for the operation and maintenance of Datacentre solutions & services to ensure that all production infrastructure (both on and off premise):
  - a. has critical updates installed
  - b. is kept up to date, managed, and operated securely
  - c. has a defined and documented lifecycle
  - d. is under maintenance and support contracts with appropriate suppliers
  - e. has a plan for the timely replacement of end-of-life infrastructure
  - f. adheres to the relevant IT governance, policies, and procedures
  - g. is licensed correctly
  - h. has a business continuity plan in place and is recoverable from a disaster
8. Accountable for ensuring every production service, within the scope of this role, has an appropriate set of regular assurance checks (Daily/Weekly/Monthly) to ensure the services are proactively maintained and monitored to prevent failure due to foreseeable reasons.
9. Accountable for ensuring a successful process for backups and restores of servers, services and respective applications, within the scope of this role, for recovery purposes. Auditing, reviewing and improving procedures and technologies to ensure data storage standards are met.
10. Work with the Security and Architecture Group on the design, development, implementation, and continual improvement of IT Services' Datacentre solutions to support the organisational objectives of the University. Pioneer and implement the adoption of innovative yet maintainable services that consistently improve efficiency and flexibility.

11. Define, control, and communicate a unified set of Datacentre standards to support the University's growth, development, and risk management, covering security, information, applications, infrastructure and operations associated with IT systems and services; ensuring that these are well documented and managed and to meet Value for Money criteria.
12. Define and ensure the delivery of a secure, effective, and efficient Datacentre service across the whole BU community liaising, communicating, influencing, negotiating, and building working relationships across the University and with external contacts to ensure that designs and services meet the University's needs.
13. Champion the research and prototyping of Datacentre technologies that could provide solutions to the University's challenges. Identify and promote how these technologies might benefit the University.
14. Deputise, as required, for the Head of Technology. This will include influencing and facilitating different opinions to reach a consensus, negotiating terms, and advising the University's leadership team on matters that will fit into organisational strategy.
15. Resolve technical disagreements with colleagues up to and including senior management level. Authorise or reject actions as required to maintain a cohesive IT service.
16. Lead the day-to-day operation of the Datacentre team, in line with agreed service levels and to ensure appropriate cover for normal working hours as well as out of hours support via an on-call service.
17. Participate proactively as part of the IT senior management team and contribute to the strategic development and operational management of IT services.
18. Maintain an accurate resource management plan that supports the project delivery function by reporting the time available after continuous improvement and break/fix activity has been accounted for. Collaborate with the IT Programme Delivery Manager to ensure projects are realistically scheduled and support recruitment of additional resources as required to meet project deadlines without sacrificing essential continuous improvement or impairing the teams break/fix capabilities.
19. Be accountable for reducing the carbon footprint of activities and services operated and managed by the Datacentre team. Deliver, at least, a 10% reduction in carbon emissions annually.
20. Contribute to the production and maintenance of the risk register for the technical infrastructure of the University in cooperation with the Governance Officer. Establish ways to mitigate key risks.
21. Maintain a plan for Datacentre Team work requests and dynamically re-prioritise and allocate work to meet planned and emerging needs from ITS Exec, senior IT managers and Faculties and Professional Services.
22. Define, deliver and own high quality processes, procedures, and documentation for the team that incorporate industry good practice and ensure that these are followed/used by the team in delivery.
23. Work collaboratively as part of own group and wider IT Services senior management team to resolve issues as one team and ensure staff are trusted, supported and respected for their area of specialism.
24. Create, develop, and embed a culture that allows teamwork and creativity to flourish. Set clear objectives for team members based on their individual strengths and areas for development and ensure that they are regularly reviewed through collaborative meetings and appraisals. Effectively manage performance with supportive leadership and mentoring.
25. Familiarise yourself with, understand and follow the Principles, Policies, Processes, and Procedures of IT Services and the university. Be empowered to highlight non-compliance when identified.

26. Ensure that information and cyber security review and remediation is embedded within all IT work delivered to ensure that the university is protected against the ever-evolving cyber threat landscape.
27. Make excellent service experience the key component for all services, ensuring that the IT team are viewed as a trusted member of the university community.

### Organisation Chart



### IT Services Dimensions

- Over 100 people in IT Services, including established staff, those on fixed term contracts, and contractors.
- Overall ITS budget of approx. £15m per annum
- 40+ projects running at one time
- Supporting 4000+ staff and 20,000+ students
- 4,500 computers
- Over 500 servers
- 1000+ applications

### Contacts

**Internal:** Colleagues at all levels within the organisation, up to and including members of University Executive Team

**External:** Students, Customers, Higher Education Colleagues, Suppliers

### Challenges

Delivering excellent service with finite resources  
 Ongoing process and service excellence review

Managing and leading the work of others, where there is no line management responsibility, to achieve service delivery objectives

### **Information Governance Responsibilities**

#### **Data User**

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

### **Safeguarding and Regulated Activity**

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

### **Additional Information**

When on-call, staff must:-

- be expected to be within one hour travel time of the University
- be fit and available for work at all times.
- be available for contact at all times and mindful of areas where mobile reception is poor

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

**December 2023**

Position / Job Title: Infrastructure Manager	Faculty / Service:
Position No:	Date: June 2024
<b>SELECTION CRITERIA</b>	
	<b>Essential / Desirable</b>
<b>Knowledge (including experience &amp; qualifications)</b>	
Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area	Essential
Expert-level knowledge and experience of one or more of the following infrastructure technologies: Servers and Storage, Database Administration, Microsoft Infrastructure, Linux Infrastructure	Essential
Good knowledge and awareness of all the technologies managed by the Datacentre Team, sufficient to understand and assure the quality of the Teams' delivery.	Essential
Extensive proven experience of managing a production infrastructure environment in a medium to large organisation	Essential
Experience of successfully managing a team of multi-disciplined, subject matter experts, including where it is not your area of expertise	Essential
Excellent awareness of IT related legislation and guidelines such as the Computer Misuse Act and Data Protection	Essential
Evidence of successful leadership and management	Essential
Understanding of IT Service provision in medium to large organisations	Essential
Appreciation of public sector financial, procurement and purchasing principles and processes	Desirable
Knowledge of PRINCE2 or other formal project management and ITIL Service Management methodology	Desirable
Awareness and understanding of the activities and developments within Higher Education and/or public sector	Desirable
Knowledge of emerging technologies relevant to operational infrastructure	Desirable
Hold, or have held, technical accreditations, in one or more application focused disciplines	Desirable
<b>Skills</b>	
Excellent IT skills, including Microsoft Office suite and Microsoft 365	Essential
Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level)	Essential
Ability to support, mentor and manage other members of staff	Essential
Identify, analyse and address problems in order to resolve issues whenever possible in a way that minimises the negative impact on the organisation	Essential
Strong analytical skills; ability to evaluate complex issues often with incomplete information	Essential
Demonstrable ability to be part of and inspire multi-skilled teams	Essential
Demonstrate excellent verbal and written communication skills, across all levels	Essential

Demonstrable ability to handle a range of activities to tight and varied timescales	Essential
Demonstrable ability to engage and collaborate with staff at a business and technical level	Essential
Project/Change Management experience/skills	Essential
Operational planning, management and business process skills	Essential
<b>Attributes</b>	
Empathetic	Essential
Collaborative	Essential
Attention to detail	Essential
Customer-centric approach	Essential
Innovative	Essential