



Job Description

Job Title	Network and Infrastructure Manager
School/Service/Institute	Digital Services
Normal Workbase	Stoke
Tenure	Permanent
Grade/Salary	Grade 9
FTE/Hours	1.0 fte

Job Purpose

Responsible for the leadership and management of the Networks and Infrastructure team. Managing the operation and control of the University's digital infrastructure and network facilities. This includes responsibility for the physical management and control of all on-premises hardware, software, storage, networks and data and the virtual management and control of all Cloud hosted digital resources.

In addition to the day-to-day management of service operations, the role ensures that:

- Appropriate due diligence and preparation for new or changed services is carried out;
- Oversees operation of all change requests that impact on the University's digital estate;
- Provides overall stewardship and leads the technical resources engaged in the hosting and management of business applications and support systems across the University's hybrid physical estate and virtualised computing environment.
- Reports on systems and service performance in relation to their contribution to business performance, security and sustainability to senior management.
- Effectively manages and develops the network and infrastructure services in support of the strategic and operational business requirements.
- Ensure's that Cloud storage and consumption is managed pragmatically, appropriately and in a cost effective manner
- The role provides expert advice on, the selection, design, justification, implementation and operation of network and infrastructure controls and management strategies, leading rapid response should a failure occur.
- Ensures optimum performance of the network and infrastructure services.

Relationships

Reporting to:	Head of Cybersecurity, Risk and Compliance
Responsible for:	Networks, Infrastructure and Platform Teams

Main Activities

- Creates and maintains the availability plan, and provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability.
- Co-ordinates the establishment and operation of strategies for providing sufficient resource capacity to meet the needs of the business and of any service requirements or service level agreements which may be in place, including strategic lines of communication to ensure the provision of the information necessary to plan and manage capacity.
- Manages the creation and correct implementation of quality documented policy and standards for capacity management, which are current and fit for purpose. Ensures that capacity plans are in line with business plans, Service Level Agreements and organisational standards whilst providing a service to meet adhoc requests for capacity and utilisation information.
- Prepares and contributes to budgets and formulates the basis of submissions for the procurement or provision of service components, with relevant details, as deemed necessary to demonstrate justification, taking into account timeliness in delivery.
- Reviews new business proposals and provides specialist advice on capacity and demand issues.
- Sets targets and oversees resolution of exceptions of capacity/utilisation against published plans and installed capacity. Reports results in line with business standards.
- Ensures staff management processes conform to employer standards and special technical needs.
- Ensures that capacity management procedures are well documented and are audited for effectiveness, efficiency and compliance on a regular basis.
- Has influence on the procurement of any new resource that might impact upon the service.
- Reviews historical data relating to the existing service, combining this with views from external sources to predict capacity changes based upon business and technology components.
- Reviews network costs against public tariffs and new developments, approving proposals to change network design when appropriate. Forecasts network needs to meet current organisational communications strategies and contributes to policy for strategic and effective use of communications technology within own organisation.
- Reviews network performance including demand usage. Initiates any required changes in organisation to ensure service levels continue to be met.

- Takes responsibility for the Cloud consumption budget; monitoring expenditure and managing pragmatically, appropriately and in a cost effective manner and with a strategic view
- Responsible for the development of the network and infrastructure services roadmap in line with University strategy and KPI's and in support operational business requirements
- Takes responsibility for major decision making in the planning of communications networks, taking account of the need for quality, security, availability, reliability, integrity and safety, and utilising (as appropriate) specialised techniques, tools, methods or standards.
- Creates and maintains a catalogue of all available services (Service Catalogue). Liaises with Customers to establish the structure of service level agreements (SLAs). Ensures that operational methods, procedures, and facilities are documented, maintained and reviewed regularly to maintain their effectiveness and efficiency.
- Works with client/user representatives to determine service level requirements. Negotiates and agrees to service levels covering aspects of quantity (e.g., hours, times, throughput, consumables) and quality (e.g., availability, reliability, performance, growth capacity, support, contingency and security). Manages customer expectations and perceptions in order to optimise customer satisfaction. Works with customers to establish qualitative assessment of the service provision, from the client/user perspective. Proposes service improvements based on analysis of metrics, and satisfaction surveys.
- Regularly reviews Operational Level Agreements (OLAs - internal), and/or underpinning agreements (external) to ensure that they are in line with SLA targets. Liaises regularly with service providers and customers to review and improve performance against SLA. Reviews SLAs, produces new SLAs and extensions to existing SLAs. Negotiates changes and improvements to SLAs with the agreement of service provider and the Customer.
- Liaises with those responsible for problem management in the diagnosis and resolution of service problems, ensuring that account is taken of agreed levels of service. Initiates action to maintain or improve levels of service, referring issues to higher levels of management as required.
- Monitors levels of service performance, ensures detailed metrics and records are kept and analysed, provides adequate, accurate and timely reports, to Customers and providers and initiates appropriate action to resolve issues involving other service management processes as necessary. Monitors the effectiveness of all service level management tools and processes in use. Recommends and justifies the purchase of new or upgraded tools and processes.
- Where service is provided by an external supplier, negotiates the contract to provide the service level required, establishing problem resolution procedures and defining consequences of non-compliance.

- Motivates, leads and manage all direct line reports and other staff where required allocating responsibilities, work planning and managing performance. Provides general guidance, coaching and support, developing their skills, knowledge and understanding. Carries out regular appraisals, setting objectives, giving feedback and ensuring that targets are met.
- Carries out day-to-day management of the function or service, including work allocation to meet agreed service levels.
- Sets up and manages regular meetings to review performance and progress with major/strategic suppliers.
- The role provides expert advice on, the selection, design, justification, implementation and operation of network and infrastructure controls and management strategies, leading rapid response should a failure occur.
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.
- To undertake appropriate professional development and mandatory training activities as identified or required (See Professional Development section).

Special Conditions

In the event of a network and infrastructure incident the postholder may be required to undertake emergency out of hours activities, up to 4 hours / month on Saturday or Sunday, and up to 4 hours / month (Monday to Friday). The postholder will be entitled to time-off-in-lieu, to be recorded on a flexi-sheet and agreed in advance with their manager. As much notification as possible will be provided.

If, in exceptional circumstances, additional hours of evening/weekend work are required in any month, time-off-in-lieu or overtime would apply in accordance with the University Remuneration Policy.

Professional Development

The University will support and encourage the postholder to engage in continuous professional development activities through the YOURCareer@Staffs framework. This framework supports postholders to identify appropriate development opportunities. Continuing Professional Development (CPD) activity will be recognised by a bi-annual Performance and Development Review (PDR) discussion.

Variation to Job Description

The University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined

above may be altered as the changing needs of the service may require.

Conditions of Service

The postholder will be employed by Staffordshire University Services Limited.

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which recruits and provides both academic and professional support staff to the University. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

Application Procedure

We encourage applicants to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We ask that all applicants ensure that they have provided comprehensive information under each criterion in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

The University will use anonymous application forms for this role; however, we recognise that applicants may want to include additional information. If you choose to upload any supporting documents that contain identifiable data, your application will no longer be considered anonymous.