

GENERIC ROLE PROFILE

Job Title:	Head of Networks & Infrastructure
Grade:	Grade 9
School/Division:	IT Services
Location:	Shawcross Building, University of Sussex
Responsible to:	Assistant Director, IT Infrastructure
Direct reports:	Cyber Security Engineer [G8] x 1 Senior Network Engineer [G8] x 1 Platforms & Infrastructure Manager [G8] x 1 Unified Communications Lead [G7] x 1
Key contacts:	Assistance Director, IT Infrastructure

Role description:

The Head of Networks & Infrastructure will lead the networks and infrastructure team in support of an extensive portfolio of wired and wireless network technologies, technical platforms, infrastructure services, and management software/services across the campus and associated residencies. They will lead by example, supporting the proactive deployment, configuration, monitoring, and management of the University's technical estate, ensuring we deliver a seamless environment and experience for all our students and staff. They will collaborate with colleagues, University stakeholders, 3rd Parties, and project teams to support the delivery of wider strategic objectives.

PRINCIPAL ACCOUNTABILITIES

1. Provide management and leadership to the Networks & Infrastructure teams, that will contribute to promoting and maintaining a high-quality Professional Services department, engendering a culture of continuous improvement.
2. Responsible for setting the standards of delivery in areas of responsibility and ensuring appropriate resources are available.
3. Support the direction and vision for the department ensuring resulting policies are in alignment with strategic objectives.
4. Work in partnership with the Assistant Director IT Infrastructure and other internal and external stakeholders to ensure strategic alignment of service
5. Collaborating with team colleagues, IT Services functions and other key University stakeholders, the role will provide oversight and assurance for requests, queries, and incidents, ensuring expert support and advice to our complex community of customers.

6. Act as the Senior Responsible Officer (SRO) for related service management escalations and the resolution of major network incidents.
7. Utilise the standard IT Service Management toolset to independently organise and monitor their daily work and the priorities of their team, using agile work practices and productivity tools to deliver and support significant work packages that meet project, service improvement and compliance outcomes.
8. Proactively seek opportunities to develop personally and improve relationships with the team, ITS colleagues and broader University stakeholders and customers.

KEY RESPONSIBILITIES

1. Departmental Management and Leadership

- 1.1 Provide management and leadership across the team, setting standards of service, targets, and objectives
- 1.2 Ensure the appropriate allocation of resources to achieve targets and objectives including the selection, induction, performance management and development of all members of the team
- 1.3 Ensure departmental understanding and application of operational standards are embedded in the team culture and methods of working
- 1.4 Support the development of others, providing management, training, and coaching in area of expertise
- 1.5 Foster an ethos of continuous improvement

2. Service Delivery

- 2.1 Working within overall University policy and procedure, ensure the effective management of responsibilities in their area of expertise. Plan and allocate resources to support the achievement of team and wider departmental targets and objectives.
- 2.2 Contribute to the development of departmental/functional strategic plans
- 2.3 Ensure effective service delivery within area of responsibility.
- 2.4 Provide reports and other communication media internally and externally as appropriate. To undertake analysis, interpretation, and presentation of complex and conflicting information to inform decisions related to subject area
- 2.5 Identify critical issues when resolving problems particularly where there is complex or competing information and use university strategy and objectives to make decisions.

- 2.6 Manage team resources across BAU, service improvements and multiple simultaneous projects, balancing competing demands and negotiating mutually agreeable outcomes with stakeholders

3. Strategy and Planning

- 3.1 Based on a broad and deep set of knowledge and experience, support strategic direction in areas of responsibility.
- 3.2 Shape policy development and provide input to the strategic agenda
- 3.3 Ensure appropriate governance is in place for area of expertise.

4. Customers and Stakeholders

- 4.1 Proactively engage with internal and external stakeholders, colleagues, or students to ensure the effective delivery of team and departmental objectives, initiate, and develop relationships, providing analysis of data and information to inform decisions as necessary, showing appropriate sensitivity when needed.
- 4.2 Persuade, influence, and negotiate as appropriate to further the objectives of the University
- 4.3 Lead technical meetings, agile ceremonies, project meetings and other broader staff consultation opportunities, actively providing constructive advice, support, promoting a 'one team' work ethic
- 4.4 Support senior IT and other colleagues and stakeholders across the project lifecycle including: ITS Testing Manager; Service/Product team leads and Business Analysts

5. Business Continuity Planning & Disaster Recovery

- 5.1 Proactively engage with the Assistant Director IT Infrastructure in the preparation and ongoing development of appropriate BCP / DR plans for the infrastructure environment, considering risk assessment, and associated plans, processes, and practices.
- 5.2 Ensure all infrastructure services are appropriately prioritised in terms of criticality and that up-to-date inventories of all services and solutions are maintained, with associated documentation and technical diagrams for each element of the service, including respective RTO's and RPO's
- 5.3 Ensure all services are highly resilient with appropriate backup and restore mechanisms in place, with regular test and optimisation plans associated with each aspect of the network and platforms infrastructure environment
- 5.4 Manage the team in support of on-premises datacentres and ensuring their ongoing upkeep, maintenance, testing, security, connectivity, and resilience. Proactively ensuring that services are maintained to a high standard to maximise the integrity of all university services and systems
- 5.5 Enable internal resource, and engage with contracted 3rd party suppliers, in support of infrastructure services on an as required basis outside of normal working hours, and in response to any interruption or loss of critical service/s that may impact ongoing delivery of university function/s, with a focus on restoring availability as quickly and efficiently as possible

6. Work with the Assistant Director IT Infrastructure to support the ongoing development of ITS team operating models (incl. Scrum and Lean) to embed principles of Continuous Integration and Continuous Delivery (CICD), whilst driving automation opportunities that focus on delivery of high-value/low-waste, high-impact deliverables, and benefits
7. Participate in Technical Design Authorities to produce, assess, and quantify design options and the risks associated with design decisions, and communicate these effectively to relevant parties
8. Use expert knowledge of individual skills and interests to assign work within the team, promoting knowledge sharing to ensure no single points of failure exist.
9. Maintain a detailed understanding of the University's goals and strategic objectives and bring forward proposals for innovative solutions and platform enhancements that can add value to the experiences of our staff and students.
10. As a member of the ITS management team, engage with and support change and other initiatives to continually improve the value that we deliver to the University.
11. Management of the team to engender a high-performance culture including appraisal, coaching, and agreement of personal development plans
12. Participates in the assessment of external and internal technology capabilities with a focus on suitability for integration with the existing ITS I&O environment
13. Ensuring that agreed technology standards and agreed best practice ways of working are maintained across the team
14. To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

- Leading a team of up to 14 staff that may at any time include both permanent and fixed-term or contract staff
- Does not have budgetary responsibility
- Holds responsibility for the day-to-day operation of the University's network and platforms infrastructure services, including all Health and Safety and compliance with other regulatory standards and codes of practice.
- Responsible for the achievement of targets related to the delivery of enterprise network and platforms infrastructure services and project outcomes on time and to required quality standards, including technology platforms and associated infrastructure that enable and underpin critical business functions
- The post holder reports to the Assistant Director IT Infrastructure but enjoys a defined level of autonomy and responsibility to enable the post holder to manage their own work and that of their reporting team-members to achieve their agreed objectives. The role

holder will support the Assistant Director IT Infrastructure to achieve the strategic and operational goals of the University, Professional Services & their division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.

- Support achievement of the team/division/department compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to university policy, procedure, and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.
- Balance effectiveness and cost-efficiency in the delivery of the services you are supporting, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Educated to degree level, or other equivalent industry standard
2. Proficiency in a specialist area, with broad and deep knowledge and understanding of field and the relationship between different fields.
3. Highly effective management and leadership skills with the ability to motivate others to achieve.
4. Excellent oral and written communication skills with the ability to present concepts, vision and strategy in a way that can be understood by the audience.
5. Well-developed planning and organisational skills, including project management with the ability to delegate to team members.
6. Excellent interpersonal skills with the ability to effectively influence, persuade and negotiate in area of expertise, effectively contribute to team working to build and develop working relationships.
7. Well-developed analytical skills with the ability to generate effective solutions from concepts and vision and make effective decisions to deliver vision
8. Effective IT skills on MS platform.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Significant knowledge and experience of managing and operating secure enterprise networks and a range of infrastructure platforms, and associated supporting infrastructure in a service driven environment, at significant scale.

2. Significant knowledge and experience of delivering, operating, and managing wired and wireless network equipment, appliances, and infrastructure at scale, including Firewalls, routers, distribution switches, Wi-Fi controllers, access points, Data Centres, concentration points and supporting plant, etc.
3. Significant knowledge and experience of delivering, operating, and managing large, enterprise class, virtualised compute, and storage environments, including hyperconverged and hybrid infrastructures
4. Significant knowledge and experience of delivering, operating, and managing environments utilising cloud-based platforms, VMWare, vSphere, Azure, Microsoft 365, Security and Compliance, Device and Threat protection.
5. Significant knowledge and experience of developing, implementing, and supporting Business Continuity Planning and Disaster Recovery processes and practices, associated documentation, test methodologies, and practicable associated exercises.
6. Knowledge and experience of a range of operating systems such as Linux [Ubuntu and RedHat], Windows [Windows 10, Windows Server 2012-2019, and MacOS
7. Knowledge and experience of networking, network related services, integrations, and protocols (e.g., VLANs, Subnetting, routing, security policies, DNS, DHCP, RADIUS, VPNs, IPAM, Azure, AD, etc.).
8. Experience of IT and security controls, policies, governance procedures and their application, including technology risk assessment and mitigation strategies, in an enterprise operational environment.

DESIRABLE CRITERIA

9. Knowledge and experience of the Higher Education sector.
10. Working knowledge of information security principles and related practices. E.g., including ISO27001 and Cybersecurity Essentials plus.
11. Knowledge of DevOps toolsets, service automation and integration software and productivity technologies.
12. Experience of agile delivery methodologies