**JOB DESCRIPTION**

**POST: IT Infrastructure Manager**

**LOCATION: UCFB Wembley Campus, London or UCFB Etihad Campus, Manchester with travel to other UCFB campus and office sites as required**

**SALARY: £45,000 - £50,000 basic (plus a 10% London weighting allowance if applicable) depending upon qualifications and experience**

**POST OBJECTIVES:**

The primary role of the IT Infrastructure Manager is to manage and develop the IT network and infrastructure services in support of delivering on the IT strategy and operational requirements of UCFB. Ensures that UCFB has high quality, secure and well managed IT infrastructure.

Working closely with the Application Support and Development Manager and the Service Delivery Manager to deliver the service expected by UCFB.

At all times, the role holder must remain abreast of changing standards, best practice, and evolving technologies and technological opportunities within IT infrastructure and work with the Head of MIS to set the departmental strategy for IT infrastructure.

**KEY TASKS:**

**IT Leadership & Management Support**

* Operate as a part of the IT management team demonstrating best practice to all members of the IT team.
* Demonstrate a high level of technical knowledge and competency across the IT landscape.
* Provide periodic reports detailing progress against standards and expectations including financial reports.

**Infrastructure Management**

* Ensure that IT infrastructure services are appropriately designed and managed to provide a robust and secure infrastructure environment for the university’s operation, this includes both cloud- based services and on-site infrastructure.
* Engage with a range of stakeholders to understand current and future infrastructure needs.
* Manage the current technology infrastructure to ensure that it is reliable, optimised and fit for purpose.
* Periodically, or on request produce accurate reports demonstrating the utilisations, stability, and efficiency of the IT infrastructure and services.
* Ensure that appropriate processes, tools, resources and capability are in place to enable the delivery of the above.
* Ensure appropriate infrastructure resilience, backup and recovery are in place.
* Design and specify technology improvements to ensure that the IT infrastructure continues to align with business needs, ensuring business justification/approval is received before commissioning any work.

**IT Supplier Management**

* Be responsible for managing the relationship with existing IT suppliers and support partner required to effectively deliver continuous improvement activities across the IT Infrastructure.
* Ensure that all UCFB financial controls are followed and that the ongoing performance of existing suppliers are monitored to ensure cost effective 3rd party IT services are received by UCFB and contractual obligations by all parties are met.
* Work with key suppliers to stay ahead of anything that may arise in the ongoing operation of UCFB IT infrastructure, including but not limited to, currency and optimisation of assets.

**Project & Change Management**

* Work with colleagues across UCFB to deliver technology elements of business change projects, acting as a subject matter expert or work stream lead as required on projects relating to new or existing IT infrastructure.
* Act as a champion for project and change management processes and promote the utilisation of the UCFB project delivery capabilities across the group.

**Information Security & Compliance**

* Ensure that all information security controls are fit for purpose, up to date and operating effectively in accordance with industry and global standards. Including, but not limited to, virus and malware detection software, operating system patch management processes, access authentication standards, hardware and network access controls.
* Ensure that any changes or additions to technical security controls or procedures are reported promptly to the UCFB Data Privacy Team (or appropriate body).
* Work with the Head of IT to produce periodic security assessment and posture/risk reports.

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| **Person Specification** |
| **HEI:** UCFB  | **Location:** Wembley Campus, London or Etihad Campus, Manchester |
| **Department:** MIS - (within Professional Services) | **Responsible to:** Head of IT |
| **REQUIREMENTS** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT\*** |
| **1. Qualifications & Training** | * IT related degree (or equivalent qualification).
 | * ITIL;
* Microsoft Certifications;
* Data Protection or IS027001.
 | 1, 2 & 4 |
| **2. Previous Work Experience** | * 3 years plus experience of working in a leadership role within an IT management function.
* Ownership of policies and procedures.
* Proven ability to manage a team of people with a range of skills from technical experts to apprentices and being able to adapt your management style to get the best out of the members of the team.
* Management of remote based teams.
* 3 Years plus experience in a technical engineering role i.e. Network engineer or SDM in managed services environment.
* Experience of managing third party IT suppliers.
* Experience of establishing and/or managing an information security capability.
 | * Experience working within and managing IT services within a Higher Education (HE) institution.
* Experience of implementing and managing IT cloud-based services.
* Experience in a managed service environment, delivering and coordinating work schedules and projects through to supporting them in service.
* Security and assurance experience.
 | 1, 2 & 3 |
| **3. Specific Knowledge/ Skills/ Abilities Required** | * Excellent planning and organisational skills.
* Excellent communication skills; both written and verbal, with the ability to effectively tailor technical communications to a wide variety of audiences and influence appropriately.
* Experience of implementing cloud based IT services.
* Strong resource management capacity planning skills.
* Strong problem-solving skills.
* Ability to produce high-quality reports and dashboards for IT services management activities.
* Experienced in the management and delivery of routine changes to key IT infrastructure services.
 | * Technical knowledge of networks, network hardware, protocols, standards and a range of operating systems.
* Technical Information Security Control Management experience.
* ITIL 9001
* Network and Wi-Fi management.
* Information security process including hardware and software capabilities. Ie IPS and IDS plus threat awareness management.
 | 1, 2 & 3 |
| **4. Motivation/ Attitude & Personal Attributes** | * Ability to work within a fast-paced entrepreneurial organisation.
* Ability to work flexibly to the needs of the IT Services, including out of hours working
* The ability to build strong relationships with colleagues of all levels of seniority across the business.
* Keen attention to detail;
* A flexible, team-oriented approach with the ability to manage and act as a coach and mentor to develop other team members.
* A proven ability to continually learn from past experience and pass on those insights.
 | * A drive to make good better through continual improvement.
* Accountability across many levels.
 | 1 & 2 |
| **5. UCFB Values** | * The candidate will be expected to exhibit the core UCFB values summarised below:
* Always trying to be the best you can
* Attention to detail
* Equitable
* Honesty
* Integrity
* Loyalty
* Respect
 |  | 2 |
| **\*1=Application Form; 2=Interview; 3=Test/Presentation; 4=Documentary Evidence** |

**Terms and Conditions of Employment Relevant to the Post**

**Job Title:** IT Infrastructure Manager

**Hours:** 8:30 am – 5:00 pm, full time

**Salary:** £45,000 - £50,000 basic (plus a 10% London weighting allowance if applicable) depending upon qualifications and experience

**Work Base:** UCFB Wembley Campus, London or UCFB Etihad Campus, Manchester with travel to other UCFB campus and office sites as required

**Holidays:** 33 days paid holidays, including the usual public holidays in England and Wales

**Benefits:** Christmas/ New Year closure period (10 discretionary days inclusive of bank holidays), cycle to work, Perkbox, birthday off, annual staff events, pension (statutory auto-enrolment scheme), occupational maternity/ paternity pay after qualifying period

**Subject to:**

*Satisfactory DBS check*

*Satisfactory completion of the Probationary period*

*Right to Work in the UK: Compliance with Asylum and Immigration Act 1996 and Immigration and Asylum and Nationality Act 2006*

*Evidence of stated qualifications relevant to the post*

*Evidence of membership of relevant professional bodies as stipulated by the post*

*Not being subject to a Football Banning Order or any lawful prohibition on entering a football stadium in the UK*