



Summary

Job title	Head of Network and Data Centre Services
Division	UAS
Department	IT Services
Location	Central Oxford
Grade and salary	Grade 10: £61,198 -£70,918 per annum with a discretionary range up to £77,476
Hours	Full time
Contract type	Permanent
Reporting to	Director, Infrastructure Services
Vacancy reference	167923
Additional information	<p>Whilst this is a full-time post, we welcome applications from candidates who wish to work part-time (minimum 30 hours/0.8 FTE and/or flexibly).</p> <p>The postholder may also agree a pattern of remote working with their line manager.</p>

The role

Reporting to the Director of Infrastructure Services, the Head of Network and Data Centre Services is the head of a significant delivery group supporting all aspects of campus networking and data centre services for the University of Oxford. The portfolio of services delivered by the Group include (but not limited to) the core University network (Odin), including over 330 edge switches; University-wide DNS, VPN, DHCP, mail routing, and wireless (eduroam) services; building and other local wired and wireless network services via a Managed Network Services team; enterprise data centres and communications rooms (including a remote co-location facility). The group plays a significant role in setting network standards and contributing to the University’s capital building programme. In 2023/24 the group is leading key projects for the scaling-up of managed network services (including wireless), implementation of campus-wide IPv6, and the replacement or upgrading of University network infrastructure.

The post holder plays a leading role in the management of IT Services and has key responsibilities in the development of long-term IT strategic planning for the University, including through both the Digital Transformation Programme and the implementation of the IT Infrastructure Service Review. The post holder is a recognised authority



in delivering IT services and developing technical platform strategy for enabling network services across a large organisation. The post holder manages effective relationships with key University stakeholders, including the CIO, divisional heads of technology or similar; as well as suppliers and user groups for the services provided. The post holder leads teams of highly trained professionals across a key central IT group (approximately 30 FTE), delegating operational responsibilities, contributing to the overarching vision, and managing staff performance.

Responsibilities

- Providing leadership, direction and overall management for the Network and Data Centre Services group, comprising around 30 FTE and a portfolio of services and projects.
- Contributing at a strategic level to the University, whether through membership of (or reporting to) IT governance bodies, developing strategy, policy and plans, or directing one or more major projects on behalf of the collegiate University.
- Leading the strategic direction for network and data centre service provision for the University, working together with stakeholders and IT colleagues to develop shared services that meet the needs of the collegiate University.
- Developing roadmaps and forward planning of technical architecture and services within the remit of the Network and Data Centre Services Group, including ensuring that the Group has in place the plans and procedures necessary to succeed in its objectives.
- Planning and directing an ongoing programme of projects (in collaboration with the Portfolio Manager(s)) and tasks to support continuous service improvements and the development of new services, including development of business cases and senior stakeholder engagement.
- Ensuring that decision-making processes within or relating to the Group are in place relating to service and change management, with due weight being given to technical, financial, and organisational considerations, including an analysis of risks.
- Overseeing the recurrent budget assigned to the Group (c. £3.1m), ensuring cost-recovery and income generation where required, and adjusting priorities to ensure the best use of resources.
- Contribute to the strategic development of Infrastructure Services, and the wider Department, in collaboration with the Director of Infrastructure Services and as a member of the Infrastructure Services' senior managers team.
- Together with other senior managers within the Group and IT Services, identify opportunities that benefit the University through e.g. responding to changing priorities within research or education, new technologies or services, opportunities for consolidation within the group, and develop business cases for exploiting these.
- Participating in networks of experts and keeping abreast of current and developing trends in service provision at comparable institutions.
- Representing the Department to internal and external bodies, and participating in relevant activities in the national and international community.
- Taking advantage of appropriate training opportunities as these arise, in order to keep up to date with relevant skills and developments and participating in a regular Personal Development Review.
- Undertaking such other duties as may be assigned in the light of the post-holder's knowledge and experience.

Selection criteria

Essential selection criteria

- Degree-level education with substantial relevant work experience;
- Significant experience in delivering network or other IT infrastructure services, gained at a senior management level, whether in a commercial, public sector or higher education environment;
- Proven ability to think and plan strategically and possess the creativity required to identify, scope and implement solutions to support the business requirements of a large organisation;
- Demonstrable experience of leading teams comprising technical professionals;

- Ability to handle and prioritise within a complex portfolio of IT services and projects in a challenging and fast-moving environment, to show equally high effectiveness in contributing to strategic thinking and in undertaking key operational tasks;
- Ability to develop and maintain effective working relationships with other members of the Department, senior stakeholders within the University, and third party providers, and to work collaboratively to develop shared solutions
- Strategic knowledge of emerging and best practice methodologies, technologies and standards for the delivery of network and data centre services;
- Excellent communication skills, with the ability to interact with staff at all levels of the collegiate University, recognising the demands of an academic environment and the specific challenges that these present;
- Experience of financial management, in particular, budget oversight, service costing and pricing, procurement, and developing and maintaining supplier relationships;
- Demonstrable experience of organising a busy and varied workload requiring self-motivation and good time management skills.

Desirable selection criteria

- Demonstrable understanding of network service provision in large, federated organisations, and experience of supporting effective shared service solutions;
- Demonstrable technical knowledge, commensurate with the seniority of the post, relating to one or more of enterprise network security (including 'zero-trust' network access architectures); software-defined-WANs, enterprise or high performance compute data centres; research data networking; IPv6 deployment strategy and/or edge IoT networking.
- Familiarity with service or product management methodologies, such as ITIL, Scaled Agile, or NetDevOps, together with programme and project management methodologies, tools, and techniques such as PRINCE2 or MSP.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 3 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: <http://www.it.ox.ac.uk/>

The University of Oxford is a member of the Bronze Athena SWAN award.

University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk>

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly hr@it.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See

<https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See

<https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at

<https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.