

MEDICAL SCIENCES DIVISION

<b>Job title</b>	<b>Deputy Director (Systems and Networks)</b>
<b>Division</b>	<b>Medical Sciences Division</b>
<b>Department</b>	<b>Medical Sciences Division IT Services</b>
<b>Location</b>	<b>John Radcliffe Hospital, Headington with flexibility to work remotely and on other sites as required</b>
<b>Grade and salary</b>	<b>Grade 9: £52,815 to £61,198 p.a. (with discretionary range to £66,857 p.a.)</b>
<b>Hours</b>	<b>Full time (possibility for 0.8 FTE)</b>
<b>Contract type</b>	<b>2 year fixed term or secondment</b>
<b>Reporting to</b>	<b>Director of MSD IT Services</b>
<b>Vacancy reference</b>	<b>173692</b>

**The role**

The Deputy Director (Systems and Networks) is a key member of the MSD IT Services 3-member Senior Management Team, serving alongside the Director and the Deputy Director (Service Management and Customer Service). The principal purpose of the role is to lead the provision, development, management and evolution of the critical IT Systems and Networks on which the Medical Sciences Division of Oxford University depend to deliver appropriate IT to support its world-leading research and teaching activities as well as its professional services and administration.

The post involves leading a team of around five technical specialists in providing technical support to the customer teams in MSD IT Services as they support our customers and plan and implement new systems and networks to enable new research activities and new research and teaching space developments and expansions. Managing Information Governance, with due attention to Information Security and Data Privacy are extremely important aspects of this role a liaising with the Divisional Information Governance Lead.

The post holder will be expected to be a senior authority on IT in the wider context of Oxford University and will develop and maintain excellent working relationships with key members of central IT Services and other senior IT providers within and beyond the Medical Sciences Division. She or he may be expected represent Medical Sciences Division on key University Committees and to have a presence in the HEI and or Medical Science IT community at a national or international level.



## Responsibilities

### Strategy and management

1. Lead on all matters of IT Systems, Infrastructure, Network and Information Security strategy.
2. Determine overall policy and strategy for MSD IT Systems and infrastructure, and assist in defining policy and strategy for divisional systems for approval by MSD IT Committee and the Director of MSD IT Services
3. Lead the 5-strong team of senior systems specialists including taking responsibility for line management, delegation and distribution of tasks and project work and contributing to staff training and development.
4. Show and exercise leadership for the provision of advice to users within the Division on all Systems and infrastructure matters.
5. Prepare and maintain a 5 year expenditure plan to inform the Director of MSD IT Services regarding service and infrastructure costs and revenue. Ensure that procurement follows agreed expenditure levels and achieves best value for money by working with central purchasing where necessary. Design, provide and maintain internal billing systems for revenue collection in respect of Services provided.

### Service development and management

1. Research new technologies and opportunities to inform the provision of new and improved services evaluating user needs and potential benefits to ensure that IT Systems continue to meet the needs of the Division.
2. Design, develop, provide and maintain internal service desk systems as required for the efficient handling of the IT Support workload of MSD IT Services and associated IT Staff in other MSD departments.
3. Take overall responsibility for the provision of University network connectivity across multiple buildings and sites occupied by Departments within the Medical Sciences Division including network design, procurement and provision of network switching, cabling infrastructure, wireless networks, resilient power supplies and advising on physical support infrastructure such as distribution point design and cooling.
4. Take overall responsibility for the design, provision, development and maintenance of data storage facilities for use by departments within the Medical Sciences Division including any associated specialised storage area networks.
5. Develop, monitor and maintain the Directory based Authentication, Authorisation and Accounting service provided by MSD IT Services across the Division, ensuring high availability and resilience.
6. Develop, provide and maintain a configuration management database to keep accurate data on IT assets, location and configuration.
7. Ensure the smooth running of IT Systems operated by MSD IT Services making use of Systems management and monitoring technologies to detect and remediate performance issues.
8. Develop, provide and ensure compliance with robust change management procedures to promote a culture of continuous improvement and service reliability.
9. Develop, provide, monitor and maintain in-house data backup and archive services. Keep use of external services including from central IT Services and outside the University under review and implement when appropriate.
10. Utilise appropriate technologies to design, develop and implement patching, maintenance and upgrade strategies and schedules to ensure consistently reproducible operations and predictable outcomes.
11. Develop, provide and maintain end-user device management capability – for both mobile and desktop devices.

12. Keep abreast of the external environment, particularly considering public cloud storage and compute offerings from AWS, Azure etc. and evaluate their applicability to the provision of MSD IT core services, exploiting them where appropriate.

### **Communication and networking**

1. As part of the senior management team for MSD IT Services, provide leadership to all IT support staff (including those outside MSD IT Services) across the Division and deputise for the Director of MSD IT Services as required and in their absence.
2. In collaboration with the MSD Head of Technology, Represent MSD IT Services and the wider Medical Sciences Division on University Committees as required .
3. Analyse new or upcoming service and technology offerings and present to the Head of Technology and relevant academic or technical bodies as to their suitability or otherwise.
4. Maintain effective working relationships with relevant central services including OxCERT/Info Sec, IT Services Network Development Team and other service delivery partners as appropriate.

### **Security and Compliance**

1. Develop and produce policies and procedures to cover the activities of MSD IT Services Systems and Support staff to ensure that quality standards, licensing, ITSM and regulatory requirements are met.
2. Design, develop, provide and monitor auditing services to support forensic analysis for incident investigation.
3. Develop, monitor and maintain secure access to the Divisional networks through the provision of firewall and remote access services.
4. Design, develop and regularly test and document business continuity and disaster recovery plans.

## **Selection criteria**

### **Essential**

1. Knowledge, intellectual capacity, reasoning and analytical skills equivalent to those of a graduate.
2. Demonstrable record of success in managing a team of technical specialists.
3. Clear history of success in technical and process analysis with consultative strategic planning and development of IT resources and services in a complex academic environment for many users.
4. Proven technical expertise in server, application, web, database, network, storage array, and virtual infrastructure management including specification, interconnectivity, ongoing management, and retirement of obsolete services.
5. Detailed experience of installation, management, and system administration on one or more of the commonly used flavours of Linux.
6. Excellent analytical and communication skills, including the presentation of complex technical ideas to senior stakeholders including presenting to committees.
7. A clear record of a positive can-do attitude and approach to the interpersonal skills required to lead a team of technical specialists.
8. Proven success in organising a busy and varied workload requiring the demonstration of self-motivation and excellent time-management skills, as well as the ability to adapt to changing priorities.

## **Desirable**

1. Clear history of success in technical and process analysis with consultative strategic planning and development of IT resources and services in a complex academic environment for many users.
2. A substantial record and excellent understanding of implementing effective strategies and services to support high quality research, teaching and administration, preferably in a Medical Sciences higher education context.
3. The ability to deal effectively and efficiently with a wide variety of clients, particularly in research, showing tact and diplomacy in steering them to discussion of functionality and outcome when they may have come to the discussion with preconceived ideas of solutions and outdated or risky ways of providing them.
4. Experience of project and service management frameworks e.g. Prince2 and ITILv4.
5. Experience of IT service provision and lifecycle management in the UK HE sector.
6. Experience of successful procurement to derive best value in partnership with a procurement team.
7. Working knowledge and experience of MicroFocus OES Server and e-Directory.

## **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. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. 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](http://www.ox.ac.uk/about/organisation).

## Medical Sciences Division

The Medical Sciences Division is an internationally recognized centre of excellence for biomedical and clinical research and teaching. We are the largest academic division in the University of Oxford and indeed bigger than many other UK Universities.

World-leading programmes, housed in state-of-the-art facilities, cover the full range of scientific endeavour from the molecule to the population. With our NHS partners we also foster the highest possible standards in patient care.

For more information please visit: [www.medsci.ox.ac.uk](http://www.medsci.ox.ac.uk)

## Medical Sciences Division IT Services

MSD IT Services is the primary service provider and central point of contact for IT queries from academics, students, staff and local IT support staff for the majority of the departments within the Medical Sciences Division.

The Systems and Networks Team currently consists of this post, four grade 8 posts (including a deputy head, and one grade 7 post). The successful candidate will be one of two Deputy Directors of MSD IT Services (the other being responsible for customer service and service management) reporting to the Director.

MSD IT provides, manages and support IT to enable research, teaching and administration in departments based on several hospital sites in the Headington area, the Old Road Campus and around Oxford city centre. Local departmental networks are all connected as part of the University of Oxford's backbone network. The Medical Sciences Division primarily uses Microsoft Windows and Apple OS X desktop systems, provisioned mainly by Linux servers running Micro Focus OES. There is also a large storage service based on SES, a commercial CEPH implementation, and two VMWare clusters hosting myriad machines both for MSD IT and for our customers. We anticipate quite significant growth and change in MSD IT core services over the next five years.

For more information, visit: [www.medsci.ox.ac.uk/it](http://www.medsci.ox.ac.uk/it)

## How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply 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.

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## 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).

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## 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

[divoof.jobs@medsci.ox.ac.uk](mailto:divoof.jobs@medsci.ox.ac.uk)

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our e-recruitment system 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, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

### Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

### University Club and sports facilities

Membership of the University Club is free for University staff. It 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](http://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 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

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector. Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See <https://hr.admin.ox.ac.uk/my-family-care>

### Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

### Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

### The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is 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](http://www.newcomers.ox.ac.uk).

### Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub> Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>