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Summary

Job title	Technical Leader – Cloud & Security
Division	University Administrative Services
Department	IT Services
Location	Central Oxford
Grade and salary	Grade 9: £55,636 - £64,228 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Cloud and Storage Services Team Leader
Vacancy reference	174984
Additional information	*Whist 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.*

The role

The Cloud and Storage Services Team comprises a Service Manager, three Technical Leaders, a Deputy Team Leader, and a number of technical team members. The Cloud and Storage Services team is responsible for providing reliable, robust and secure virtual infrastructure, storage and backup services for the University and colleges, including the University Private Cloud service, the Secondary Storage (Scality) service, the HFS (aka Storage Protect) Backup service and the CrashPlan backup service. Cloud services are expected to develop to include the management of third-party cloud-based infrastructure services (e.g. provided by Amazon Web Services or Microsoft Azure). This post provides technical leadership for Cloud and Storage Services within Infrastructure Services and works closely with other technical leaders under the aegis of the Technical Architecture and Leadership virtual team. The postholder takes a leading role in defining technical strategy, design, development and delivery, management and the continual improvement of systems providing IT services to the University. The post holder will be expected to work across a number of technologies and systems, as well as engaging with stakeholders, architects, colleagues and 3rd party suppliers to define strategic technical approaches to platforms, system integration, and IT operations management. The postholder contributes to both service delivery and service development – the latter via projects or similar activities. The postholder may be required to provide technical oversight or coordination for a project, ensuring that technical elements meet the delivery requirements. The role encompasses some

combination of technical architecture, technical expertise and technical coordination. The postholder is expected to participate in the day-to-day technical delivery of services and supporting platforms as a member of a service team. The postholder is also expected, on occasion, to contribute technical expertise and consultancy to other parts of the University.

Responsibilities

Technical Strategy and Planning

- Provide technical leadership for assigned areas and commensurate with expertise, including developing technical strategy and roadmaps within Infrastructure Services and the wider University.

- Define and drive strategic technical approaches to platforms, system integration, and IT operations management, in collaboration with other technical leaders, third party suppliers and colleagues from other groups within IT Services.

- Contribute expertise to the technical leadership forum or similar, under the direction of the Head of Technical Architecture and Projects, and in conjunction with the Enterprise IT Architect.

- Contribute to the formation of University IT policies and designs systems to ensure their secure and resilient implementation.

Systems Delivery

- Be responsible for the management and development of assigned infrastructure, platforms or applications, proactively advising the team leader and/or group head of risks, issues and necessary upgrades.

- Take a leading role in the design, selection, provisioning, installation, and configuration of systems, software, and infrastructure.

- Plan and deploy operating system and application upgrades, security patches and other advanced system management tasks.

- Integrate systems using specialist programming or scripting expertise.

- Coordination in response to major incidents and problems including coordinating the work of several team members and colleagues as appropriate.

- Contribute to operational technical documentation.

Service Design & Development

- Provide technical leadership and practical contribution to service development activities, including projects, commensurate with expertise, including overseeing design and/or delivery to technical specifications and technical strategy within Infrastructure Services and the wider Department.

- Contribute to the Infrastructure Services project delivery team as required.

- Participate in the Solutions Design Authority and similar bodies.

- Coordinate the implementation of technical designs as specified, and be a liaison point between service development and delivery teams.

- Contribute to project planning to ensure non-functional and technical implementation requirements are fully captured and costed and advise project managers on technical risk and issues arising during the analysis and delivery phases of a project.

Engagement

- Leads technical project teams and mentors' technical staff within the group.

- Contribute technical expertise and consultancy, working with other technical leaders, to the wider collegiate University as required.

- Present, in written or oral form, complex technical issues and strategic matters to governing committees and other University bodies.

- Establish and chair, when required, technical strategy working groups and similar bodies.

Personal Development

- Maintain in-depth technical knowledge of industry trends and other assigned areas, including developments, trends and emerging technologies; take advantage of appropriate development opportunities; and advise the University on changes to the technology landscape.

- Undertake such other duties as may be assigned in the light of the post-holder's knowledge and experience.

Other activities

- The role holder will be expected to participate in the group's various activities within IT Services and across the University in promoting technical awareness and best practice.

- Assist with short listing and technical interviews during the recruitment of new staff.

- Platform services is a rapidly expanding and evolving area, and further opportunities and responsibilities are expected to arise in the future.

Selection criteria

Essential selection criteria

The following are the essential criteria required for this post:

1. Knowledge, intellectual capacity, reasoning and analytical skills equivalent to those of a graduate.

2. Established experience in, and understanding of, delivery of IT systems design, implementation, and management.

3. Ability to lead or contribute to the development and delivery of technical designs from requirements through to final architecture, in collaboration with technical architects, other technical leaders, and suppliers.

4. Demonstrable experience of providing technical leadership within an enterprise IT environment.

5. Demonstrable experience of playing a leading role in the technical delivery of enterprise-level systems comprising of Public Cloud platform, networking and security, together with the skills and knowledge to ensure conformance with agreed levels of availability.

6. Demonstrable experience of Public Cloud platform implementation, administration and maintenance on shared infrastructure.

7. Demonstrable experience integrating systems, developing software or advanced scripting in at least two higher order programming languages.

8. Proven experience of working with third-party suppliers of products and services in conjunction with in-house teams, to provide integrated and seamless delivery of technical solutions.

9. Excellent analytical, decision-making and communications skills, with the ability to evaluate, recommend, and present complex technical options at senior management level.

10. Demonstrable experience of organising a busy and varied workload requiring self-motivation and excellent time management skills.

Desirable selection criteria

1. Demonstrable experience of applying practical methodologies for both IT project and service management.

2. Familiarity with one or more IT architecture or system design methodologies, e.g. TOGAF.

3. Experience of delivering IT services within a university environment.

4. Expertise in delivering cross-platform systems integration and a good understanding of interoperability standards.

5. Expertise in any of the following; VMware Enterprise product family (e.g. vCloud Director, NSX, vRealize Operations Manager), enterprise class network firewalling (by preference, Fortinet, NSX-T, NSX-ATP), the HPe Morpheus Data product[SR1].

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

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Working at heights
- Lone Working
- Work in hot or cold environments
- Driving on University business
- Regular manual handling

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 2 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/

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.