



JOB DESCRIPTION

Job Title:	Assistant Director for IT Service Delivery
Department / Unit:	IT
Job type	Professional Services
Grade:	RHUL 10
Accountable to:	Chief Information Officer
Accountable for:	<p>IT Service Delivery: Networks (incl Voice & Data Communications), Core Infrastructure & Systems (incl premise data centres and public / private Cloud provision), Managed Hardware Estate & Purchasing (all staff and teaching lab provision), IT Customer Services (incl Service Desk provision), ITIL aligned IT Service Management (incl Change Approval processes & assurance), campus-wide Audio Visual provision for educational, workplace and research purposes.</p> <p>IT Procurement & Commercial Management: Managing the relationship and IT specific frameworks for Procurement activity, line management of the IT Commercial Management function</p>
Purpose of the Post	
<p>Department Summary</p> <p>The IT department is responsible for the delivery of a major IT-enabled business transformation portfolio of projects as informed by the University's Strategic Plan and the Information Technology Committee and for support of all aspects of Information Technology within the University. In addition, the department is responsible for all operational aspects of IT service delivery, including service desk, desktop support, network, telecommunications and server infrastructure; the development, implementation, integration and support of applications; delivering IT projects, testing new software and delivering the strategic change portfolios whilst maintaining the safety and security of the digital estate.</p> <p>Position Summary</p> <p>This post will manage teams tasked with developing and maintaining a comprehensive suite of core IT Services that underpin the physical and digital presence of the University as a whole. The post is responsible for designing an implementing IT Infrastructure and Customer Service Strategies including all centrally managed first line support via the IT Service Desk and ITIL aligned change management and assurance.</p>	

The post will ensure IT Services can be accessed quickly and efficiently by its customers, ensuring enquiry, request and task fulfilment are undertaken to agreed and measurable standards. It will ensure that IT Change is managed in accordance with the ITIL framework and that adequate reporting and due diligence is in place to mitigate risk.

The post will ensure staff are equipped with the physical hardware and digital workplace they need to undertake their duties and to leverage the best value from the University's investment in information technology. It will be responsible for liaising with Schools to determine and deliver the optimal solution for physical and virtual teaching lab facilities including hardware and software deployments.

In addition to the infrastructure to support end user activity, the post will be responsible for the delivery of the University's central compute and storage infrastructure overseeing both on-premise data centre facilities but also private / public Cloud deployment and strategy. It will be responsible for ensuring the delivery of resilient and high quality data and voice connectivity that can meet the current and future demands of the University.

The post will ensure the secure management and processes of digital identities across the virtual estate. They will liaise closely with other key stakeholders within the department and in Human Resource and Student Administration to ensure the safe, secure and effective management of all virtual identities and login credentials.

The post will oversee the rolling selection, maintenance and replacement of all Audio Visual technologies across the University Estate. It will ensure the delivery of high quality provision in teaching and meeting room spaces.

The post will be responsible for selecting and managing the largest core contracts and vendors within the IT Services portfolio including workplace productivity (including all licensing), operating system and hardware technologies. As such the post will assume oversight for the department's engagement with procurement and line management of the IT Commercial & Contracts Manager and will support them in the development and delivery of IT Commercial Strategy.

Key Duties

Responsibilities:

- Responsible for managing approximately 35 IT professional staff in RH IT Department (approximately 40% of the full complement) and a budget of approximately £3 million in recurrent expenditure; co-managing a project portfolio budget of £5 million in a full year. Managing contracts with external partners for cloud services, development and consulting services, of approximately £2 million within this total
- Responsible for the creation, implementation and continuing oversight of the Infrastructure and Customer Service strategies, infrastructure architecture and roadmaps to ensure the selection or development, deployment and life-cycle management of infrastructure, in an optimal manner for the University.
- Responsible for the develop and maintenance of an IT Infrastructure risk management framework inclusive of tolerance, escalation and Universitywide policy development

- Responsible for the development of IT Disaster Recovery and Business Continuity planning including the provision of backup and resilient compute and storage technologies to mitigate risk
- Responsible for managing infrastructure and IT customer service work and resource demands in an orderly manner, supplying resources for new projects and work requests and ensuring that solutions proposed are aligned with the relevant strategies
- Responsible for the quality, robustness and security of IT infrastructure through vigorous testing processes and in the development of architectural principles and standards
- Responsible for providing 1st (for all IT services including Enterprise Applications), 2nd and 3rd line support (for all Infrastructure and Customer) services for the University as a whole.
- Provision of strategic technical guidance to University leadership, including the Principal, CIO and other Senior Professional Services colleagues / Executive members, to ensure that business and risk benefits are derived from technology advances. This guidance will extend to briefing and supporting HoDs and HoPs around using the infrastructure portfolio to drive business benefit developing better returns on investment of IT solutions.
- Responsible for joint oversight of the IT Change Control process, assessing and authorising changes and releases to Production environments to ensure business security and integrity as well as mitigating risk.
- Oversight of key departmental processes, workflow management, resource load balancing and monthly resource utilisation reporting.
- Responsible for communication, outreach & escalation strategy for IT Infrastructure and Customer services.

Tasks:

- Oversee the development, implementation and maintenance of all IT Infrastructure used by the University to conduct its business, in fulfilment of the responsibilities described above.
- Oversee infrastructure and IT customer service strategies, infrastructure architecture and roadmaps across the whole lifecycle from selection, implementation, support and maintenance to decommissioning.
- Oversee the rolling selection, implementation, support, maintenance and decommissioning of all supported hardware including staff hardware, teaching labs, research compute technologies and audio visual technologies
- Develop and implement strategies, plans, policies and procedures to ensure that the quality, security, performance, maintainability and robustness of IT infrastructure and hardware is of a consistently high standard.

- Lead, manage and develop the Service Delivery function including Service Management, Desktop Support, Audio Visual and Infrastructure teams to maximise productivity, ensure the skills pool is current and relevant to the requirements of the organisation, enhance job satisfaction, promote career development and implement effective succession planning.
- Provide strong leadership and represent the Service Delivery teams to the IT senior management team and other University constituencies as appropriate.
- Contribute to the project prioritisation and planning process within Royal Holloway.
- Establish and maintain good working relationships with all relevant functions both within IT & the rest of the organisation. In particular ensure resource is provided to projects to maximise the effectiveness of IT resources and work closely with the Deputy Director (Enterprise Applications) & CISO to ensure the smooth transition of development outputs into production and to support the activities of the Enterprise Applications team in managing the production environment and to support the Cyber Security Team in maintaining excellent cyber hygiene and posture.
- Establish and co-operate an IT Design Authority Gateway for existing and new services (projects), and to review and authorise system designs
- Establish and operate an IT Change Control team with associated procedures; to act as the Change Control Lead with other IT colleagues to assess and authorise changes into the Production Environment
- Ensure that all current and new infrastructure has a future maintenance strategy.
- Provide support and development activities related to regular and cyclical business requirements for example Clearing, Start of Session and modifications required for statutory returns such as HESA.
- Establish and operate resource planning within the Service Delivery function and the identification and resolution of potential resource conflicts across the programme of project work versus requirements of business as usual activities, upgrades and general support.
- Act as project manager for IT projects where appropriate
- Deputise for the CIO when required
- Maintain and enhance own technical skills as appropriate to reflect technology and market developments
- Ensure constructive Supplier management across all platforms within the IT Service Delivery function
- Ensure good communication, outreach and information both within the IT Service Delivery function and to the University at large

Other Duties
<p>The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</p>