

Job Description

Job title:	Head of Hybrid Cloud
Directorate:	IT Services
Job type	Full-Time, Permanent, Professional Services
Grade:	RHUL 9
Accountable to:	Assistant IT Director (Service Delivery)
Accountable for:	Systems Team
Purpose of the post	
This role is a senior member of the IT team, tasked with developing and maintaining the significant estate of hybrid cloud infrastructure that underpins all IT services at the University. The Head of Hybrid Cloud is responsible for both the tactical and strategic development of our hybrid cloud infrastructure to improve security, deliver a reliable and diverse service, provide appropriate and scalable compute and storage services and ensure the University's IT estate is backed up and recoverable. They will manage the teams providing the 2nd and 3rd line hybrid cloud support teams and manage the transition of new elements into service. The post will work closely with the Enterprise Architect and Technical Architects in ensuring Architectural Standards and Principles relating to technical design are developed, maintained and effectively enforced. They will also work alongside the leadership in IT providing high level advice on the strategic direction and priorities for the infrastructure that underpins the IT estate They will be responsible for the strategic planning, day-to-day operations, delivery of new services and solutions and capacity planning to ensure the hybrid cloud meets the current and future requirements of the University.	
Key tasks	
1. Responsible for the creation, design, management, monitoring, and support of the hybrid cloud infrastructure and services, supporting architecture and roadmaps to ensure the selection, deployment and lifecycle management of appropriate services for the University. 2. Provision of technical guidance to the University leadership (i.e. CIO, CFO, other Executive members) and relevant committees (i.e. Audit and Compliance Committee), to ensure that business benefits are derived from the large investments in hybrid cloud. This will extend to briefing and supporting Department and Professional Service leaders around the use of our technical services to drive benefits and improve research capabilities, therefore develop better returns on investment.	

3. Actively manage relationships with vendors ensuring awareness of roadmaps, with a particular focus on the changing cyber security landscape and the requirements on the infrastructure to support our protection against known and emerging threats.
4. Actively manage relationships with vendors acting as the liaison between the business, IT Senior Management team and key vendors, and maintain key relationships to the advantage of the University.
5. Actively manage and determine the direction for the Microsoft estate, including Active Directory, AAD, Azure and our suite of Microsoft products.
6. Oversee the development and implementation of the new IAM system, and subsequently actively manage and determine its direction.
7. Develop and implement IT policies and architectural and design standards with respect to network, compute, storage and cloud services.
8. Responsible for managing hybrid cloud infrastructure 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 applications strategy.
9. Lead, managed and develop the Hybrid Cloud team 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.
10. Provide full-service delivery responsibility; undertake structure planning to ensure sufficient system capacity is made available, that renewal plans to replace obsolete or at risk technologies are timely and that SLAs are being met and/or exceeded.
11. Lead a portfolio of IT enabled change as a member of the leadership team in IT.
12. Keep in close touch with and contribute to current developments in Higher Education focussed on the transformation of infrastructure to support teaching, learning and research (maintaining knowledge to the highest level), own industry and in appropriate professional and trade bodies.
13. To be responsible for the design and delivery of infrastructure solutions to support University projects as part of the project process.
14. Resolve complex technical issues and provide senior technical leadership in response to queries from across the business as well as from within IT.
15. To work with the Head of IT Contracts and Commercial Management and the Procurement team to ensure the best external partners are chosen to work with Royal Holloway and holding regular account management meetings to get the most from the relationship.
16. To manage appropriate support contracts and to monitor the performance of third-party maintenance contractors.
17. Actively manage the roadmap of upgrades to our hybrid cloud infrastructure to ensure the services remain supported and up-to-date.
18. Responsible for the strategic designing, planning and execution of the future of the University's on-premises data centres.

Other duties and expectations

The duties listed above may be varied from time to time as dictated by the changing needs of the University. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

Out of hours working may be required by the post-holder.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Person Specification

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Head of Hybrid Cloud

Directorate: IT Services

Criteria	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training Understanding of project methodologies, such as Agile, PRINCE2 & ITIL Undergraduate degree, or equivalent In depth knowledge and understanding of the HE sector and student life cycle. Knowledge of the Office 365 and EMS licensing Knowledge of AWS Advanced knowledge of infrastructure services and public cloud (cloud computing (Azure, AWS based), migration, disaster recovery, high-availability, Virtualization (VMWare) and hosted managed services)	X X	X	Application form Application form Application form Application form Application form Application form / Interview
Skills and/or Abilities Skills in managing an enterprise data centre, with a 99% virtualised environment Successfully managing and leading teams Skills and knowledge in a diverse range of technologies including cloud architecture, web technologies and data bases. Excellent trouble-shooting and fault-finding skills Is fluent in articulating best practice.	X X		Application form Interview Application form / Interview Application form / Interview Application form / interview
Experience Experience of working with customers in an IT service environment Experience of developing strategy in the area of Hybrid Cloud Experience of contributing to IT service reports Experience of managing external suppliers and partners	X X		Interview Interview Interview Interview

Experience of working in a mixed service delivery and project delivery environment, delivering technical solutions to both areas simultaneously	X		Interview
Experience of writing technical documentation	X		Interview
	X		Interview
Experience of managing IT incidents			Interview
Experience of working with an emerging IT security team to improve the posture of the IT estate.		X	Interview
Experience of resource management	X		Interview
Other requirements			
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X		Interview