

Appointment details
Deputy IT Infrastructure Manager

EXCELLENT
DIFFERENT
DISTINCTIVE
ASTON

Job Ref: R170470

Closing Date: 23.59 BST Friday
6th November 2017



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Founded in 1895 and a University since 1966, Aston is a long established research-led University known for its world-class teaching quality and strong links to business and the professions. Professor Alec Cameron became Vice Chancellor of the University in 2016, building on a strong legacy left by the Baroness Brown of Cambridge.

Outstanding graduate employability

Aston has been a leading university for graduate employment success for over 25 years. More than 80% of Aston graduates go on to a graduate level job within six months. The majority of Aston students choose to take an integrated placement year or year abroad, making them very attractive to employers. We have strong relationships with national and international graduate employers, as well as smaller and local employers. These relationships are extremely important and make a real contribution to graduate employability.

Career focussed programmes

Aston's close and established links with business, the public sector and the professions ensure that our career focussed degree programmes are inspiring, challenging and constantly updated to equip students with essential work-related skills and experiences.

Excellence in teaching and research

We are committed to high quality teaching and academic excellence, ensuring we provide the highest standard of education to our students. Aston has an excellent reputation for research which shapes and improves lives. We're proud of the quality of our research and the real world applications developed as a result – it makes a substantial and beneficial difference to people, organisations and society.

Aston's four academic Schools offer a range of undergraduate and postgraduate degree programmes, and also work with the public and private sectors to develop tailored Foundation Degree programmes.

International

Aston University is a popular choice for international students. We recognise and welcome the important academic contribution and cultural diversity international students bring to our university environment. Students from over 120 countries study at Aston University each year

Aston University is ranked 29th in the world and 9th in the UK as one of the 'most international universities in the world.' (The Times Higher World University Ranking, 2016-17).

Birmingham – one of Europe's liveliest cities

Birmingham is internationally recognised as a leader in leisure, entertainment, shopping and sport. It is an international centre for business, commerce and industry, housing numerous UK and overseas banks and law firms. Birmingham attracts 25 million visitors each year and contributes billions to the national economy through manufacturing and engineering.

The University campus is located in the city centre making it very accessible to an extensive network of motorways and railways.

A green, sustainable campus

Located in the heart of a vibrant city, our 40 acre campus houses all the University's academic, social and accommodation facilities for our 14,355 students. All staff have the opportunity to contribute to our sustainability agenda and practices.



Welcome from Alan Charters

Dear applicant

I am delighted that you are considering applying for this position at what is a particularly exciting time for Aston University, and an incredibly challenging time for the Higher Education (HE) sector. The HE sector is currently experiencing an unprecedented scale and pace of change, combined with a high degree of ambiguity and uncertainty.

Whilst there are some 'knowns' - HEFCE funding for both teaching and capital investment has experienced dramatic reductions, the impact of the UK's new visa regime on international student numbers - there are equally important 'unknowns' - to what extent will student expectations rise as a result of the increased fees. Universities who are able to adapt swiftly to a changing and increasingly competitive market will thrive.

Aston is well positioned for the future. Our vision 'Employable Graduates; Exploitable Research' not only inspires and motivates students, but speaks to business and governments, who will increasingly look to Aston for ideas and partnership.

I look forward to receiving your application, and learning more about how you feel you can contribute to Aston's continuing success.

A handwritten signature in black ink, appearing to read 'Alan Charters'. The signature is fluid and cursive, with a long horizontal line extending from the end of the name.

Alan Charters
Chief of Operations and Estates

► University values

All staff are expected to demonstrate / promote the University's values and expectations, which are an integral part of our 2020 strategy and underpin the culture of the University. Our vision is to be the UK's leading University for business and professions, where original research, enterprise and inspiring teaching deliver global impact. More information about the university's values is available at www.aston.ac.uk/staff/working/dare-to-succeed/values/

In addition, our leaders are expected to be accountable, help to execute strategic visions of the University, share and set clear expectations that inspire those around them. Further information on our leadership expectations can be found at: <http://www.aston.ac.uk/EasySiteWeb/GatewayLink.aspx?aId=158042>



► Staff expectations

All staff are expected to;

- Be committed to delivering high performance
- Recognise and praise the high performance of others
- Remain open to new ideas and seek to act quickly for positive change
- Develop themselves, and support the development of others
- Be ambitious, for themselves, their teams and the university
- Engage with others, listen, observe and communicate
- Focus on excellent customer service, finding solutions and saying “yes”
- Make reasoned decisions without fear of blame
- Engender trust through their own actions
- Be fair in all matters

► Job description

Summary

- ▶ To support and deliver a high quality, customer oriented IT Service to all users within the University.
- ▶ Manage the day-to-day activities of the Systems Team (Server and Client technologies)
- ▶ Provide line management to members of the Systems Team.
- ▶ To provide leadership of the Network and Media Services teams in the absence of the Infrastructure Manager
- ▶ Manage and report on the provision of IT Infrastructure Services and Computer Rooms at the University including monitoring system availability and performance, undertaking reviews of supplier performance and reporting on the use of such solutions.
- ▶ Develop and maintain effective working relationships with suppliers and with colleagues across the sector
- ▶ Offer advice and guidance on all IT Infrastructure including developing proposals, bids and tenders, and in undertaking procurement of solutions.
- ▶ Represent the team and department in internal/external meetings as required
- ▶ Offer support towards the development and deployment of support materials to students, staff and colleagues.
- ▶ To manage and support the design and installation of IT infrastructure across the University
- ▶ Work closely with academic and other colleagues across the University to help embed IT technologies to support activities in Schools and Departments

Provision of Management

- ▶ Manage the day-to-day activities of the team, including monitoring time-keeping, attendance, probation, appraisal and performance management.
- ▶ Take responsibility and ownership of the systems in use, organising effective monitoring, support and reporting including effective communication with colleagues and students using these systems.
- ▶ To be responsible for change management in particular for the planning and implementation of upgrades and service packs.
- ▶ To assess and plan for future requirements, and prepare proposals, bids and submissions to procure new systems or enhancements to existing ones and to project manage their implementation
- ▶ To lead on the procurement of new systems.
- ▶ To participate in the development of strategies and policies.

Provision of Support

- ▶ Providing effective support on a daily basis.
- ▶ Providing advice and help to academic staff in developing training materials and running training workshops.
- ▶ Relating technical information and instructions for staff and students with respect to the use of these technologies and associated systems;
- ▶ Interpreting requirements of users in an appropriate and sensitive way (taking the variation of the users' levels of understanding and skills into account);
- ▶ Responding to enquiries and providing updates that ensure tasks are undertaken efficiently and effectively with internal and external stakeholders;
- ▶ Exploring networking opportunities within and outside the University. Including liaison with suppliers in relation to the procurement of technology solutions including working on bids, tenders, procurement and reviews of supplier performance.
- ▶ Evaluate current IT Infrastructure and computer room technologies and tools for use within the University
- ▶ Take responsibility for ensuring and monitoring University compliance of security and best practice.
- ▶ Organising and attending meetings/office timetable, dissemination/publicity, workshops and seminars.
- ▶ Plan, prioritise and organise daily tasks in conjunction with other activities which may arise in accordance with the Universities processes.
- ▶ Help promote the use of systems to support administration, working closely with academic and other colleagues;
- ▶ Show enthusiasm and positive working attitude when dealing with queries around the use of these and related technologies; to be an advocate for their use.
- ▶ To work flexibly if required to make sure that the office is covered from 8am to 6pm and possibly including evening and weekend working.
- ▶ Support other members of the team in the normal course of their duties, providing assistance and guidance where necessary in line with University procedures and guidelines;

- ▶ Assist in the Support and troubleshooting of secure remote staff/non-staff access to the IT Infrastructure.
- ▶ To assist with regular audit checks to monitor use of available facilities/equipment and to make recommendations where applicable. Maintain IT hardware assets inventory databases for software/hardware. Assist in implementation of audit reviews and contribute to improvement of Universities IT systems performance. This includes manual and automated audits of PC and any other IT equipment, using advanced asset management tools and configuration.
- ▶ Ensure all IT equipment, computer rooms and storerooms are kept secure, neat and tidy.
- ▶ Identify and implement best practice in the University and outside;
- ▶ Keep-up-to-date on knowledge and new developments in related technologies.
- ▶ Work with other IT staff, University staff and external contractors, to produce accurate and concise documentation for both internal and external use. To assist in the development of guidelines and production of advice for IT users for distribution via the University Intranet.

Governance and Health & Safety

- ▶ To ensure compliance with the University's Health & Safety policies and to provide safe working conditions for the Department.
- ▶ To ensure compliance with all other University policies.

Training, Qualifications and Personal Development

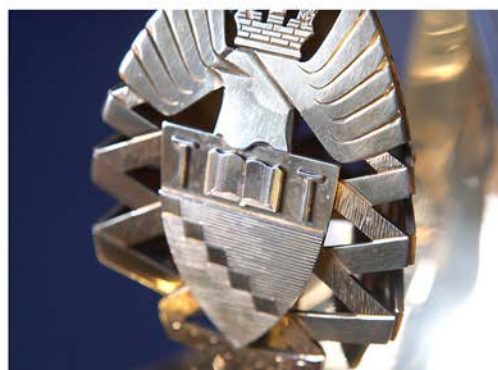
- ▶ To participate in the University staff Performance Development Review scheme.
- ▶ Expected to participate in any relevant opportunities for training required to fulfil job role.
- ▶ Keep current on IT trends, developments, innovations and equipment, used in desktop operating systems, software, network operating systems & software, security & anti-virus software and network hardware.

General and Working Conditions

- ▶ To participate in the overall management of Information Services undertaking any task appropriate to the grade, as determined by the Management Team.
- ▶ This job description is not exhaustive.
- ▶ Incoming mail processing, distribution and filing where appropriate.
- ▶ Use of Helpdesk System.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.



► **Person specification**

	Essential	Method of assessment
Education and qualifications	Degree level qualification or equivalent.	Application form
Experience	<p>Experience of managing a team</p> <p>Experience of supporting It Infrastructure Services</p> <p>Experience of advice and help to service users</p> <p>Experience of Server based architectures and systems</p> <p>Experience of Audio Visual based architectures and systems</p> <p>Experience of hypervisors (e.g. VMware)</p> <p>Microsoft Solutions Expert (MCSE) accreditation for at least one technology</p> <p>Experience of developing proposals for new technologies, of procurement and in reviews of supplier performance</p> <p>Experience of Servers (physical and virtual), Storage, Domain, Database and client technology services</p> <p>Significant experience of Project Management</p>	Application form, interview
Aptitude and skills	<p>Must demonstrate ability to work on own initiative as well as part of a team.</p> <p>Must be organised and be able to prioritise their workload appropriately.</p> <p>Must have excellent communication skills, both verbally and in writing.</p> <p>Must demonstrate excellent customer focus.</p> <p>List any essential aptitudes or skills the applicant must have.</p>	Application form, interview

	Essential	Method of assessment
Training and Development	Must demonstrate a willingness to undertake training in support of the role	Application form, interview
	Desirable	Method of assessment
Education and qualifications	Postgraduate qualification or senior relevant experience in a similar role	Application form
Experience	<p>Experience of service management (ITIL)</p> <p>PRINCE 2 Certification</p> <p>Experience of systems integration</p> <p>Experience of using monitoring and reporting tools to routinely monitor systems, and to report on performance, use and other relevant management information</p> <p>Experience in an HE environment</p> <p>VMware Certification</p> <p>Experience of Cisco architectures and systems</p> <p>Experience of working with network, telephony, audio visual, video conferencing and computer room services</p> <p>Experience of preparing documentation</p> <p>Experience of working with a variety of mobile devices</p> <p>Experience of working across teams</p>	Application form, interview
Aptitude and skills	<p>Ability to apply logic to solve complex problems</p> <p>Open minded and willing to embrace alternative views</p> <p>Will be required to move IT equipment with lifting on a regular basis</p>	Application form, interview



▶ Salary & benefits

This post is offered on a continuing basis. The appointment is Grade 9, and the salary range for this grade is £39,992 - £47,722 per annum.

Holiday entitlement	30 days per annum, in addition to 13 days public and university holidays.
Pension	Eligible staff are offered membership of the University Superannuation Scheme which is a hybrid pension arrangement. For further information please visit www.uss.co.uk/members/members-home .
Contribution pay	The University's Performance Development and Reward Scheme provides for salary enhancement for staff who are considered to be performing at an exceptional level on a consistent basis.
Relocation	Aston University aims to recruit the most talented individuals. This policy is intended to support this aim by providing assistance to new employees who have to relocate to take up a position. This policy applies to staff appointed to a position from 1 January 2014 at grade 7 (salary point 25) or above on an open-ended contract or to a fixed term position of two years or more, and who have to relocate their place of residence in order to take up the appointment. Positions which are externally funded fall outside of this policy. Individuals may be eligible to claim costs in line with the relevant funding arrangements.

Visit our website: aston.ac.uk/hr for full details of our [salary scales](#) and the [benefits](#) Aston University staff enjoy.

▶ How to apply and the selection process

Please visit our website aston.ac.uk/jobs to apply online. If you do not have internet access, call 0121 204 4500 and leave your name and address quoting the job title and reference number.

Closing date for applications 23.59 BST Monday 6th November 2017.

Interview date To be confirmed.

Please contact Trevor Bayliss, IT Technical Director, for an informal discussion about the role.

Tel: +44(0) 121 204 4430 Email: t.a.bayliss@aston.ac.uk

If you would like information on the progress of your application, advice on any aspect of the appointment process, or a conversation about our terms and conditions of service, please contact:

Anne-Marie Lokwiya
HR Business Partner
+44 (0) 121 204 5385
a.lokwiya@aston.ac.uk

► Outline terms and conditions of the appointment

Qualifications	Successful candidates will be required to produce evidence of their qualifications upon joining the University
Medical clearance	It is a condition of appointment that newly-appointed staff receive medical clearance from the University's Health Centre.
Eligibility to work in the UK	Candidates who are not citizens of the United Kingdom, or of another EEA member country, should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website https://www.gov.uk/browse/visas-immigration/work-visas . Before applying you should ensure that you meet the requirements, including meeting the English language standards. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.
Document checks	As a result of the implementation of sections 15 to 26 of the Immigration, Asylum and Nationality 2006 Act on 29 February 2008, the University requires all prospective and, in some cases, current employees, to provide documentation to verify their eligibility to work in the UK. Further information about these requirements can be found on the UK Visas and Immigration website .
Equal opportunities	<p>Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes, that we encourage applications from all groups represented in the wider community at a local, national and international level.</p> <p>The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against students or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career at Aston.</p> <p>An Equal Opportunities Monitoring Form is included with the application form.</p>
Data Protection Act 1998	<p>Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.</p> <p>Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Code of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.</p>
Disclosure and Barring Service (DBS)	Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the position they are applying for is listed as an exception under the act.

Full details of our terms and conditions of service and associated policies and procedures are available online at www.aston.ac.uk/hr.

Aston University
Employable Graduates
Exploitable Research

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