



**OPPORTUNITY**

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**Reference: 0276-24**

**Grade: 9**

**Salary: £45,585 to £54,395 per annum, depending on experience**

**Contract Type: Permanent**

**Basis: Full time**

## Job description

As the IT Systems Manager, you will be responsible for overseeing the day-to-day management, maintenance and strategic development of the university's IT systems infrastructure. You will lead a team of skilled IT professionals, ensuring the delivery of high-quality service that assist the university's academic, research and administrative functions.

## Main duties and Responsibilities

- ▶ 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.

## **Principle duties and responsibilities – Provision of Management :**

- ▶ Manage the day-to-day activities of the team, including monitoring timekeeping, 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 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 daily.
- ▶ 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 and 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.

# Person specification

|                                     | Essential  | Method of assessment            |
|-------------------------------------|--|---------------------------------|
| <b>Education and qualifications</b> | <ul style="list-style-type: none"> <li>▶ Formal education to degree level or higher, or Substantial experience in managing a systems or server team.</li> </ul>  | Application form.               |
| <b>Experience</b>                   | <ul style="list-style-type: none"> <li>▶ Experience of managing a team.</li> <li>▶ Experience of supporting It Infrastructure Services.</li> <li>▶ Experience of advice and help to service users.</li> <li>▶ Experience of Server based architectures and systems.</li> <li>▶ Experience of hypervisors (e.g., VMware).</li> <li>▶ Microsoft Solutions Expert (MCSE) accreditation for at least one technology.</li> <li>▶ Experience of developing proposals for new technologies, of procurement and in reviews of supplier performance.</li> <li>▶ Experience of Servers (physical and virtual), Storage, Domain, Database, and client technology services.</li> <li>▶ Significant experience of Project Management</li> </ul> | Application form and interview. |
| <b>Aptitude and skills</b>          | <ul style="list-style-type: none"> <li>▶ Must demonstrate ability to work on own initiative as well as part of a team.</li> <li>▶ Must be organised and be able to prioritise their workload appropriately.</li> <li>▶ Must have excellent communication skills, both verbally and in writing.</li> <li>▶ Must demonstrate excellent customer focus.</li> </ul>  | Application form and interview. |

|                            | Desirable   | Method of assessment            |
|----------------------------|---|---------------------------------|
| <b>Experience</b>          | <ul style="list-style-type: none"> <li>▶ Experience of service management (ITIL).</li> <li>▶ Experience of systems integration.</li> <li>▶ Experience of using monitoring and reporting tools to routinely monitor systems, and to report on performance, use and other relevant management information.</li> <li>▶ Experience in an HE environment.</li> <li>▶ VMware Certification.</li> <li>▶ Experience of Cisco architectures and systems.</li> <li>▶ Experience of working with network, telephony, audio visual, video conferencing and computer room services.</li> <li>▶ Experience of preparing documentation.</li> <li>▶ Experience of working with a variety of mobile devices.</li> <li>▶ Experience of working across teams.</li> </ul> | Application form and Interview. |
| <b>Aptitude and Skills</b> | <ul style="list-style-type: none"> <li>▶ Ability to apply logic to solve complex problems.</li> <li>▶ Open minded and willing to embrace alternative views.</li> <li>▶ Will be required to move IT equipment with lifting on a regular basis</li> </ul>   | Application form and interview. |

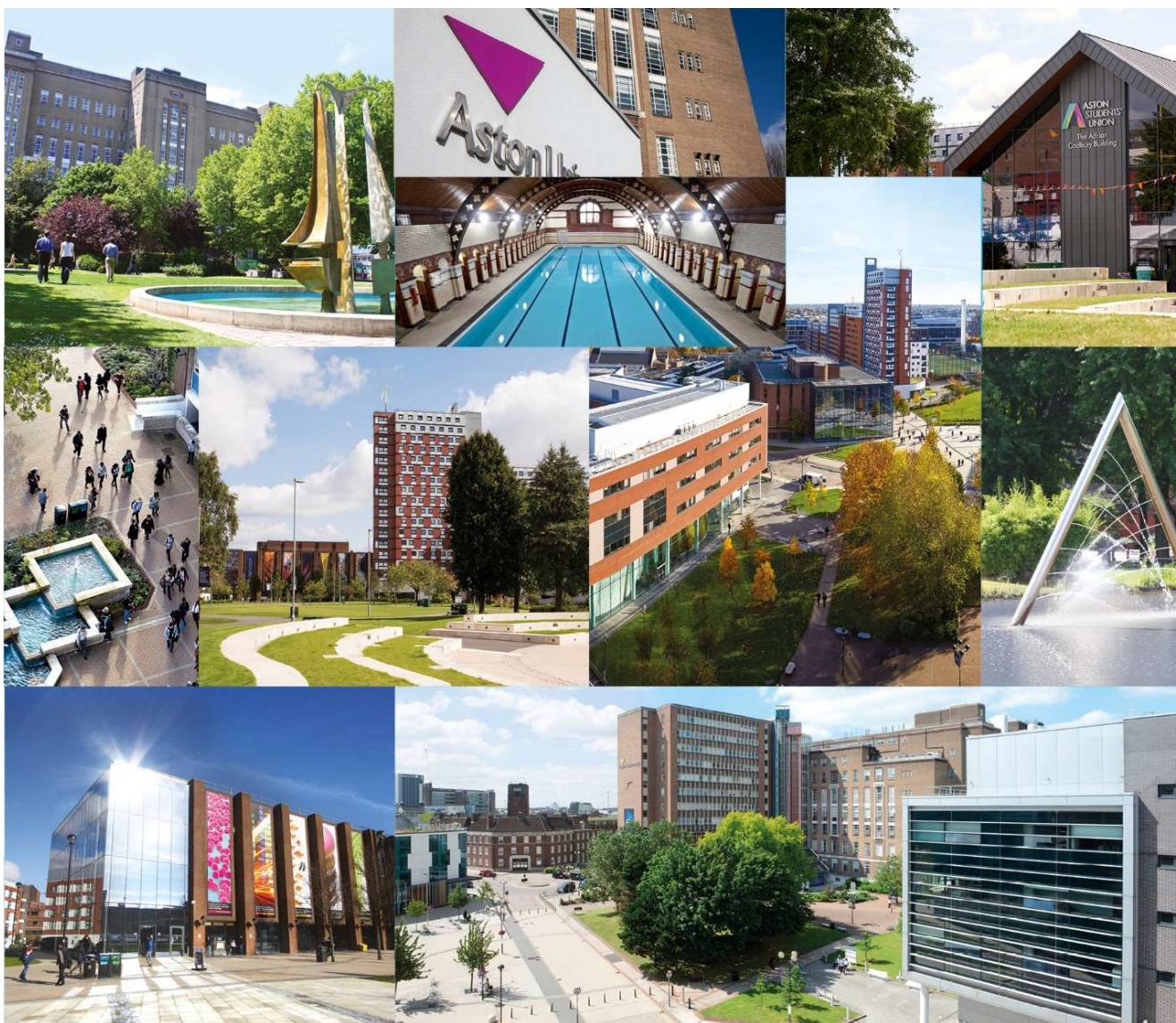
# How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23:59 on the advertised closing date.  
All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form then please contact the Recruitment Team via [jobs@aston.ac.uk](mailto:jobs@aston.ac.uk).





# Contact information

## Enquiries about the vacancy:

Name: Trevor Bayliss

Job Title: IT Technical Director

Email: [trevor.bayliss@aston.ac.uk](mailto:trevor.bayliss@aston.ac.uk)

## Enquiries about the application process, shortlisting or interviews:

Recruitment Team via [jobs@aston.ac.uk](mailto:jobs@aston.ac.uk) or 0121 204 4500.

# Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits  
Aston University staff enjoy

**Salary scales:** <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

**Benefits:** [Benefits and Rewards | Aston University](#)

**Working in Birmingham:** <https://www2.aston.ac.uk/birmingham>

**Employment of Ex-Offenders:** Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

**Eligibility to work in the UK:** You should ensure that you meet the eligibility requirements, including meeting the [English language standards](#). If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/tier-2-general>

With the end of free movement for EU/EEA/Swiss nationals from 1 January 2021, the UK's new immigration system applies to all non-UK/Irish nationals who require a visa.

Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

You can find further information about each of these visa routes on our [candidate immigration page](#).

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see below for further details.

**Academic Technology Approval Scheme (ATAS):** If you will conduct research in your role and you apply for a Skilled Worker or Temporary Worker GAE visa, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application.

This process can take at least 6 weeks to process, and Aston will consider this when confirming your expected start date. Processing times will increase between April and September and can longer to complete.

There is no fast-track option available. ATAS certificates will be processed in order of receipt.

You can find more information about ATAS on our [candidate immigration page](#).

## **Before you start and Right to Work**

### **90-day entry vignette**

If you have applied for your visa outside of the UK, you will receive a vignette in your passport which is usually valid for 90 days. Please make sure to travel to the UK within the 'valid from' and 'valid to' dates on this visa. If you entered the UK before or after these dates, you would not 'activate' the visa and you would need to leave and re-enter the country.

You will also receive a decision letter confirming details about your immigration permission and where to collect your Biometric Residence Permit.

### **Cost of Living - Estate and Letting Agents**

There are numerous Estate and Letting Agents in and around Birmingham that can help you find suitable accommodation. The [Midland Landlord Accreditation Scheme](#) provides a list of professional agencies and landlords who have applied with them for accreditation. Whilst accreditation is not a guarantee of quality, it provides some reassurance about the standard of the service they provide.

You can also use property search websites such as [Rightmove](#) or [Zoopla](#).

**Equal Opportunities:** 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.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student 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.

An Equal Opportunities Monitoring Form is included within the application form. 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, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

**Data Protection:** Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. 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.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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[www.aston.ac.uk](http://www.aston.ac.uk)



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