1. Job details
Job Title: IT Infrastructure Services Leader
School: GeoSciences
Line Manager: IT Services Manager

2. Job purpose
To manage the infrastructure components of the computing services within the School of Geosciences ensuring the reliability and integrity of the service, taking responsibility for the server environment, supervising the integration between the servers and desktops and liaising with EUCS, MIS and other central services to ensure maximum benefit for the School.

3. Main responsibilities

<table>
<thead>
<tr>
<th>% time spent</th>
<th>Description</th>
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<tr>
<td>70%</td>
<td>1. Manage delivery of all aspects of the computing infrastructure for the school, covering server, desktop and network components including centralised management techniques for configuration, build and delivery of applications. This will include responding to new directions in research activity which may require high-performance computing and large data management environments.</td>
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<td>15%</td>
<td>2. Develop and implement a security policy for the server and network infrastructure to minimise the risk of unauthorised access to services and information.</td>
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<td>5%</td>
<td>3. Provide specialist support for research projects which would benefit from the postholder's area of expertise and knowledge.</td>
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<td>5%</td>
<td>4. Keep up to date in and develop own area(s) of expertise, taking responsibility for identifying own professional development needs.</td>
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<td>5%</td>
<td>5. Carry out any other reasonable duties as requested by the line manager which are commensurate with the post.</td>
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4. Planning and organising
- Establish overall service priorities for infrastructure services, including staff development, deployment and turnover
- Organising the operation of the IT user support service
- Planning and organising change projects within infrastructure services (such as the design and implementation of new systems and procedures).
- Contribute to annual and 5-year IT policy and strategy planning
- Responsible for planning and prioritising own work on daily, weekly and long-term basis.
- Ability to work on several projects at once and set appropriate priorities for delivery and deadlines.
- Respond to urgent problems, crises and service disruptions with appropriate level of priority relative to long-term goals.

5. Problem solving
- Assess and evaluate long term strategies and risks for infrastructure services and take or recommend appropriate action.
- Analyse and remedy structural and process problems within infrastructure service.
- Interpret and determine appropriate discretion in application of university policy and procedure.
Investigate and analyse technical problems, explore and evaluate solutions using judgement and experience to select best response.

Identify when technical problems require input from other specialists.

Deal appropriately with inexpert, frustrated or irate computer users.

6. Decision making

Interpret policy and provide advice on matters relating to infrastructure services within overall School and University policy, procedure and plans.

Set priorities for infrastructure support team and decide on staff management issues.

Autonomous decisions on work schedule and immediate prioritisation of needs.

Decide on and implement appropriate solutions to problems.

Act to anticipate and prevent difficulties.

Determining and take action to address own learning needs to maintain skills and expertise in new software and techniques.

Contribute as member of IT Policy Committee to strategic decisions for IT services

7. Key contacts and communication

Advise and recommend strategy and policy to IT Service Manager, IT Policy Committee, and School Administrator.

Influence, provide guidance, advice, training and solutions to a range of academic, research and support staff in the School and to students.

Discuss and influence development of College and University xxxx policies and systems with College and University administrative teams.

Act sympathetically to user difficulties and level of knowledge and explain complex concepts and procedures at appropriate level.

Liaise with University IT services and external organisations to develop and maintain services for the school and influence policy in these areas.

Lead infrastructure team; manage, develop, counsel and where necessary censure individual staff

Work as part of a team of IT specialists to optimise use of time, skills and resources to achieve common goals.

8. Knowledge, skills and experience required

A good honours degree or equivalent qualifications/experience.

At least 3 years experience of managing in an academic computing environment.

Experience of administering some of the operating systems in use. These are currently: Windows XP, Linux, Solaris and Mac OS X.

Excellent knowledge of programming languages, environments and techniques.

Knowledge of packages typically used in a geosciences research and teaching environment.

Excellent written and oral communication skills.

Good interpersonal and time management skills.

9. Dimensions

Provides infrastructure and user support services to all staff in the School (c. 230 staff) across 3 main buildings. Provides a service for postgraduate (c. 250) and undergraduate students (c. 1000).

Manager for 3 direct reports.

Member of a team of 10 computing officers.

10. Job context and any other relevant information

The post is 0.6FTE.