University of Edinburgh - Job Description WSC5

1. Job Details
Job title: Team Leader, Unix and Facility Management
School/Support Department: Computing Services
Line manager: Infrastructure Division Manager

2. Job Purpose
To lead the planning, implementation and operation of Unix based infrastructure, storage and facility management services to all staff, students, research staff, visitors and alumni to the University, and to external bodies under contract; this involves the preparation and presentation of business cases, project plans, service reviews etc. To provide communication of senior management meetings business to computing services staff.

3. Main Responsibilities
1. Overall management of the operation, upgrading, maintenance and security of the Unix based computing and storage facilities. 15%
2. The provision of strategic IT advice, guidance and consultancy to appropriate senior members of the Computing Services, to Schools, Colleges and Support Units and to Computing Services Support Teams. 10%
3. Develop and report on key performance indicators relevant to the Unix team and to develop and manage disaster recovery planning and other risk management activities as required. 10%
4. Lead service reviews and implementation projects with Management Information Services, Information Services and Colleges to meet the identified and agreed needs of the University. 10%
5. Monitor relevant technologies and broad sector and industry developments and keep the University informed of such developments. 5%
6. Manage the human, financial and physical resources of the team and propose budgets and expenditure; facilitate the development of staff competencies and skills. 15%
7. Attendance at senior management meetings and away-days in order to report this business back to computing services staff. 10%

All of the above are to ensure the ongoing provision of a reliable and effective University IT infrastructure designed to best meet the overall needs of the University in achieving its aims.

4. Planning and Organising
- Reacting as required to major issues relating to and planning the introduction of new facilities in support of the day to day delivery of Unix based services and the storage area network service as a major part of the core infrastructure and other services to the University in line with the Service Level Definitions for those services.
- Planning the implementation of major hardware, system or service upgrades over a timetable ranging between one and five years, including the identification of required upgrades, training of staff in required skills, ensuring staff availability at key times and timetabling around competing commitments.
- Supporting and enabling Information Services IT plans through the annual University planning cycle.

5. Problem Solving
The post-holder has to monitor developing technology and services, making judgements about their relevance to the University, in order to advise about future IT policy and strategy. The more important day to day problems, e.g. complete failure of a service, will be escalated to the post-holder where their extensive technical experience will be brought to bear. Solving any staff issues arising within the team or between teams is also required.

6. Decision Making
The post-holder has to make decisions about the best solution to new IT requirements presented by the University and from new technical developments. Decisions would normally be taken independently, possibly after advice from specialists, often do not have a clear “correct” solution and will frequently be outwith policy, leading to change in policy. Decisions referred to the Divisional Manager would typically relate to resources and staffing, or where new policies are required. Advice to others includes the selection and deployment of IT equipment and services; advice on the implementation of corporate IT initiatives; the interpretation of the implications of UoE IT policy, the formulation of that policy where appropriate.

7. Key Contacts/Relationships
The major daily contacts are IT practitioners within Information Services, Colleges, Schools and MIS to plan future services. There is frequent contact with external bodies, e.g. the Scottish Endeavor Consortium of Libraries, with whom we have a contract, to monitor service agreements, and IT equipment suppliers to keep informed about future plans.

8. Knowledge, Skills and Experience Needed for the Job
Graduate level education and at least seven years experience of Unix based service delivery is essential. Excellent communication, presentational and diplomatic skills are required, especially in dealing with senior staff without specialist knowledge of IT and with external organisations for whom services are being provided. Excellent staff management skills are essential. A thorough knowledge of UoE IT policy, facilities and services is required and a very sound understanding of all of the technologies underlying their specific IT environment. The ability to communicate and write policy papers is fundamental.

9. Dimensions
Managing a team of 12 staff who provide a number of specific technical services for the entire University population. The budgets are considerable, of the order of hundreds of thousands of pounds per year. There are over 50 systems providing infrastructure service delivery and another 50 which are providing front-line services either for the computing services or for its partners in MIS, the library, the data library and MALTS, e.g. the finance system and the student virtual learning environment systems. The storage infrastructure comprises over 200 Terabytes of data which is managed for both the research and non-research communities. The total equipment for which the postholder’s team is responsible, is worth £6.6m. External service contracts involve academic and non-academic organisations e.g. the Universities of Heriot Watt and Abertay and the National Library of Scotland.

10. Job Context and any other relevant information
This is a role which requires significant expertise in a specific area of rapidly changing technology, along with a detailed awareness of the systems being implemented in other parts of the University, as there are no longer isolated islands of IT. The technical expertise is linked to very significant policy and consultancy responsibilities. Almost all members of UoE are now dependent upon a well found IT infrastructure and the post-holder is a key player in achieving and sustaining that position.