

UNIVERSITY OF OXFORD

DEPARTMENT OF COMPUTER SCIENCE

Deputy IT Manager for Infrastructure

Computer Science, Mathematical, Physical, and Life Sciences

Summary

Job title	Deputy IT Manager for Infrastructure
Division	Mathematical, Physical, and Life Sciences
Department	Computer Science
Location	Wolfson Building, Parks Road, Oxford, OX1 3QD
Grade and salary	Grade 8: £50,067-£64,724 per annum
Hours	Full-time
Contract type	Permanent
Reporting to	IT Manager
Vacancy reference	189831

Current staff are encouraged to read the Internal Mobility Principles, which support the movement of colleagues across Professional Services. Please refer to the Information for internal candidates section.

The role

The Deputy IT Manager for Infrastructure is responsible for the operational management, security, resilience and development of the Department's IT Infrastructure services, including networks, servers, storage, virtualisation, cloud services and data centre facilities.

Reporting to the IT Manager, the postholder leads a team of infrastructure specialists and system administrators, taking responsibility for the effective delivery of Infrastructure services, managing operational risks and ensuring that resources are allocated appropriately across operational activities and agreed projects.

The role combines strong technical understanding with effective people, service and project management. The postholder provides technical leadership and direction, coordinates specialist expertise, evaluates options and makes informed recommendations, rather than personally undertaking all technical activities.

The postholder is responsible for operational planning, monitoring and reporting within the Infrastructure function, providing the IT Manager with timely visibility of service performance, progress against agreed priorities, risks, resource constraints and decisions required.

Working within the Department's agreed IT strategy and priorities, the postholder develops infrastructure roadmaps, contributes to investment proposals and coordinates service improvements, collaborating with academic and professional services colleagues, central University IT Services, suppliers and other stakeholders.

The role requires professional autonomy in managing Infrastructure operations, sound judgement, initiative and accountability, together with the ability to manage competing priorities and deliver agreed outcomes in a complex research and teaching environment.

The postholder will also deputise for the IT Manager when required, within agreed delegated responsibilities.

Flexible working

The Department supports flexible working arrangements, subject to operational requirements. The postholder will normally be expected to work on site for at least 60% of their working time, with flexibility in the arrangements to accommodate service needs and individual circumstances.

Responsibilities

1. Infrastructure Service and Operational Management

1. Manage the delivery, operation, maintenance and continuous improvement of the Department's IT Infrastructure services, taking operational responsibility for their reliability, security, performance and availability.
2. Ensure that Infrastructure services are delivered reliably, securely and efficiently, supporting the Department's research, teaching and administrative requirements.
3. Establish, maintain and review operational standards, processes and controls for Infrastructure services, making decisions within agreed delegated authority and ensuring their effective implementation and continuous improvement, including participation in the Change Advisory Board (CAB) and other relevant service management forums.
4. Ensure that infrastructure monitoring, maintenance, backup, recovery and other operational controls are documented, routinely performed and reviewed for effectiveness.
5. Ensure the provision, security, availability, resilience and effective management of the infrastructure supporting departmental data storage, protection, backup and recovery, in accordance with University policies and departmental requirements.
6. Maintain accurate inventories of infrastructure assets, configurations, dependencies, service ownership and support arrangements.
7. Coordinate the investigation and resolution of operational issues, including participation in Problem Management meetings, ensuring appropriate prioritisation, root cause analysis, corrective actions, escalation, documentation and follow-up.

2. People and Resource Management

1. Provide line management and leadership of Infrastructure staff, including setting objectives, allocating resources and responsibilities, reviewing performance and supporting professional development and wellbeing.
2. Plan and manage the team's workload and available resources, balancing operational requirements, maintenance, incidents, service improvements and agreed project commitments.
3. Establish clear expectations for individual and team deliverables, monitor progress and ensure that agreed commitments are managed effectively.
4. Develop team capabilities, promote knowledge sharing and ensure appropriate operational cover and continuity during staff absences and organisational changes.
5. Provide the IT Manager with timely and accurate visibility of activities, progress, resource constraints, risks, dependencies and decisions required.

3. Information Security, Risk and Business Continuity

1. Lead the operational implementation of applicable University and Departmental information security policies and requirements across Infrastructure services.
2. Ensure that infrastructure security risks, vulnerabilities and incidents are identified, assessed, prioritised and managed effectively, coordinating technical investigations and remediation with relevant specialists.
3. Assess and manage Infrastructure operational risks within agreed responsibilities, determining appropriate mitigation measures within delegated authority and escalating significant risks and recommendations to the IT Manager.
4. Evaluate the security and operational implications of proposed technical changes, identifying mitigation options and residual risks, and providing evidence-based recommendations to support decisions by the appropriate authority.
5. Develop, maintain and review business continuity and disaster recovery arrangements, including procedures for major service failures, security incidents and adverse environmental conditions, ensuring that these are tested where appropriate.

4. Infrastructure Strategy and Financial Management

1. Develop and maintain a rolling Infrastructure roadmap for review and approval by the IT Manager, identifying service development, capacity, resilience, security and technology replacement requirements, and recommending priorities based on departmental needs.
2. Prepare technical and financial input to Infrastructure investment proposals and business cases, evaluating available options and recommending appropriate solutions within agreed departmental priorities.
3. Contribute to the preparation, management and monitoring of Infrastructure budgets, procurement, licensing, support contracts and supplier relationships.
4. Evaluate technological developments and advise the IT Manager on opportunities, costs, risks and their suitability for the Department's requirements.

5. Project and Change Management

1. Lead and coordinate Infrastructure projects from requirements and feasibility assessment through planning, implementation, testing and transition into operational service.
2. Ensure that projects have clear objectives, deliverables, responsibilities, resource requirements, dependencies, risks and realistic timelines.
3. Monitor project delivery, manage competing priorities and deviations from agreed plans, and provide timely progress reports and recommendations.
4. Ensure that infrastructure changes are appropriately assessed, authorised, tested, documented and implemented with due consideration for service continuity, security and operational impact.

6. Technical Leadership and Stakeholder Engagement

1. Provide technical leadership across the Infrastructure function, evaluating complex technical issues, coordinating specialist investigations, making technical decisions within agreed delegated authority and recommending appropriate solutions and improvements.
2. Develop effective relationships with academic and professional services colleagues, central University IT Services, suppliers and other stakeholders, ensuring that Infrastructure services respond appropriately to departmental requirements.
3. Ensure that technical standards, architecture decisions, operational procedures and knowledge are documented and maintained, and represent the Infrastructure function in relevant departmental and University forums, including departmental IT Leadership meetings.

7. General Responsibilities

1. Deputise for the IT Manager when required, exercising appropriate judgement and authority within agreed delegated responsibilities.
2. Contribute to the Department's IT strategy and to effective coordination across IT teams.
3. Undertake other duties commensurate with the grade and responsibilities of the post.

Selection criteria

Essential selection criteria

1. ***Technical knowledge and analytical ability.*** *Knowledge, intellectual capacity, reasoning and analytical skills equivalent to those of a graduate in a relevant technical or numerate discipline, gained through education, professional training or equivalent experience.*
2. ***Infrastructure management and technical leadership.*** *Substantial experience of managing and developing IT Infrastructure services in a complex, service-oriented organisation, with strong technical understanding of enterprise networking, servers, virtualisation, storage and related technologies, and the ability to provide effective technical leadership.*
3. ***People and resource management.*** *Demonstrable experience of leading and managing technical staff, including setting objectives, delegating responsibilities, planning workloads, managing performance and supporting staff development.*
4. ***Operational service management and improvement.*** *Proven experience of managing reliable IT services, including incident, problem and change management, with evidence of establishing, monitoring and improving operational processes and controls.*
5. ***Information security, risk and business continuity****. Sound understanding and practical experience of identifying, assessing and managing infrastructure security risks, vulnerabilities, incidents and business continuity requirements, including developing appropriate mitigation and recovery arrangements.*
6. ***Planning, prioritisation and delivery.*** *Demonstrable experience of managing competing operational and project priorities, allocating resources, monitoring progress, managing dependencies and delivering agreed outcomes within constraints.*
7. ***Problem-solving, judgement and autonomy.*** *Evidence of leading the investigation of complex technical and operational problems, evaluating alternatives, developing evidence-based recommendations and exercising sound judgement and initiative with limited supervision.*
8. ***Communication and stakeholder management.*** *Excellent written and verbal communication skills, with experience of communicating effectively with technical and non-technical stakeholders, providing clear management reporting, explaining risks and recommendations, and building effective working relationships.*

Desirable selection criteria

1. ***Higher education or research environment.*** *Experience of delivering IT services in higher education, research-intensive organisations or similarly complex and decentralised environments.*
2. ***Service and project management qualifications.*** *Recognised training or certification in IT service management or project management, such as ITIL or PRINCE2, or equivalent practical experience.*

3. ***Advanced technical expertise.*** *Advanced technical expertise or professional certification in one or more areas of enterprise infrastructure, such as networking, Linux or Windows systems, virtualisation, cloud services, storage or infrastructure security.*
4. ***Automation and configuration management.*** *Experience of infrastructure automation, configuration management, infrastructure as code or related operational engineering practices.*
5. ***Financial management, data centre operations and resilience.*** *Experience of infrastructure financial management, procurement, supplier relationships, data centre operations or disaster recovery planning.*

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. These include:

- **right to work and identity checks -** you will be asked to provide proof of your right-to-work in the UK and proof of your identity;
- **references, -** if we have not already done so, we will contact the referees you have nominated;
- **previous University employment -** if you have previously worked for the University, we will verify key employment information with the relevant department or unit, including your dates of employment and reason for leaving and;
- **health declaration -** you will be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

For more information about the University's pre-employment screening, please read the candidate guidance https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/pre-employment-screening

About the University of Oxford

We are the University of Oxford, the world's oldest and top-ranked university, sitting in the heart of one of the UK's most dynamic and diverse cities. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

Our people are central to our success, and we are committed to fostering an inclusive environment where everyone can thrive. We recognise that diversity is a strength and is vital for innovation and creativity. We aspire to build a truly diverse community which values and respects every individual's unique contribution.

Join us and you will become part of a unique, democratic and international community, with a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford. Further information regarding the staff benefits can be found on the final page.

For more information, please visit https://www.ox.ac.uk/about.

Department of Computer Science

The Department of Computer Science is consistently recognised as the internationally leading centre of research and teaching across a broad spectrum of computer science, ranging from foundational discoveries to interdisciplinary work with significant real-world impact.

We are proud of our history as one of the longest-established computer science departments in the country, as we continue to provide first-rate undergraduate and postgraduate teaching to some of the world's brightest minds. We enjoy close links with other University departments and Oxford research groups and institutes.

Our greatest asset is our people. We consistently attract the best staff and students and, thanks to them, we have been ranked as the world's leading university for computer sciences for seven years in a row by the Times Higher Education.

Find out more information on our website http://www.cs.ox.ac.uk/

The Department of Computer Science holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression, and success for all.

Mathematical, Physical, and Life Sciences Division

The Mathematical, Physical, and Life Sciences (MPLS) Division is one of the four academic divisions of the University. Oxford is widely recognised as one of the world's leading science universities and the MPLS Division is home to our non-medical sciences, with 9 academic departments that span the full spectrum of the mathematical, computational, physical, engineering and life sciences, and undertake both fundamental research and cutting-edge applied work.

For more information about the MPLS division, please visit: www.mpls.ox.ac.uk

How to apply

Applications are made through our online recruitment portal. Information about the application process is available on our Jobs website https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/how-to-apply

Your application will be assessed solely on the basis of your ability to meet the selection criteria stated in the job description.

As part of your application, you will be asked to provide:

- your CV;
- a supporting statement explaining how you meet each of the selection criteria, using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants); and
- details of two referees, including whether we may contact them at this stage.

Please upload all documents **as PDF files** with your name and the document type in the filename.

Applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Additional information for applicants

If you currently work at the University

If you are a current University employee, please note that:

- as part of the referencing process, we will contact an appropriately senior member of your current department to confirm basic employment details, including your reason for leaving;
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full-time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

Internal Mobility Principles

- Before applying for Professional Services posts, internal candidates are advised to read the Internal Mobility Principles.
- The principles support the movement of colleagues across Professional Services and provide clarity on the expectations of both managers and individuals.
- In line with Principle 2, current members of staff are encouraged to apply for this post.

If you currently work at the University and are a priority candidate:

- Please attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

For application FAQs and technical support, visit: https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/support-with-online-applications

For questions about the role, please contact: *recruitment@cs.ox.ac.uk*

You can return to your online application at any time via: https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/how-to-apply

You will receive an automated email confirming receipt of your application. If you do not receive this, please check your spam or junk folder.

Important information for candidates

Data privacy

Personal data submitted as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation.

For further information, please see the University's Privacy Notice for Job Applicants at: https://www.ox.ac.uk/about/how-we-are-run/policies-and-statements/policy-hub/job-applicant-privacy-policy.

The University's Policy on Data Protection is available at: https://www.ox.ac.uk/about/how-we-are-run/policies-and-statements/policy-hub/data-protection-policy

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval.

There is no normal or fixed age at which staff in posts at other grades must retire. Staff at these grades may choose to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equal opportunity

The University of Oxford is committed to equal opportunity, and to being a place where everyone belongs and is supported to succeed. We recognise how the diversity of our community enriches our ability to deliver on our academic mission.

We welcome applications from individuals from all backgrounds, including those under-represented within higher education. No applicant or members of staff shall be unlawfully discriminated against on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Appointment and progression are based on personal merit and the application of criteria relevant to the duties and requirements of the post. In all cases, the primary consideration will be the ability to perform the job.

As stated in the University's Equality Policy and Equality, Diversity and Inclusion Strategic Plan, our commitment to equality and diversity goes hand in hand with our commitment to academic freedom and free speech.

Working at Oxford - Benefits

Join an international community where you can do meaningful work, develop your career and be supported to do your best.

38 days	24/7	6 nurseries
paid holiday	confidential wellbeing support	plus 380+ full-time places

Work-life balance

We recognise the importance of balancing work with your personal life and offer a variety of flexible working options.

Staff benefits at the University of Oxford | Oxford University

Your wellbeing

Free, confidential Employee Assistance Programme available 24 hours a day, 365 days a year, alongside wider health and wellbeing support. We are also committed to supporting colleagues with disabilities or long-term health conditions.

Health and wellbeing

Family-friendly benefits

Extensive family leave and childcare support, including six University nurseries, more than 450 full-time nursery places and salary-sacrifice childcare.

Family benefits and childcare

Belonging and community

Be part of a welcoming and inclusive community, with staff networks, recognised trade unions, opportunities to connect across the University, and the Newcomers' Club for partners of new staff.

Trade unions and employee representation | Oxford University

Pension and financial benefits

If eligible, you will be automatically enrolled into an appropriate pension scheme. Other financial benefits include access to a relocation scheme for eligible new staff, and a Give As You Earn charitable giving scheme.

Staff benefits at the University of Oxford | Oxford University

Travel and commuting

The University offers a range of travel discounts and schemes for University staff.

Transport | Oxford University

Life in Oxford

Free University Club membership, discounted access to the University Sports Centre, and practical support for relocating and settling into Oxford, including a visa loan scheme to help cover UK visa application costs for staff and their dependants.

Life in Oxford

Grow your career

The University offers many opportunities for training and career development. Find out more and access personal and professional development opportunities.

Learning & Organisational Development

For researchers on fixed-term contracts, the Researcher Hub supports career development, connections and next steps.

Researcher Hub

Discover more

Find out more about working at Oxford, our benefits and life in the city: Staff benefits at the University of Oxford | Oxford University