OXFORD BROOKES UNIVERSITY

Infrastructure DevOps Engineer
Directorate of Information Technology Services (ITS)



Welcome from Chief Information Officer (CIO)



Thank you for your interest in this role at Oxford Brookes University. We are one of the UK's leading modern higher education institutions.

The ITS Directorate comprises around 90 colleagues and together we support the University's strategic goals of enhancing the student experience, research and knowledge exchange, enabling international and partnership engagement and contributing to the development of infrastructure and services.

The IT Executive and Operational Management Team govern the directorate, supported by the Office of the CIO.

We have six departments within IT Services (ITS): Office of the CIO; Customer Services; Data and Integrations; Programme Management Office; Information Security Management; and Cloud & Campus Infrastructure Services. ITS works together to deliver secure, reliable, flexible and sustainable services to students and staff, across 19 sites including the three campuses.

The role of Infrastructure DevOps Engineer is a fantastic opportunity for an engaged and enthusiastic professional to play a business-critical role in a cross-Faculty and Directorate service support team and contribute towards the planning, development, implementation and supporting of new and existing technical & business services to ensure robust, reliable, efficient and secure IT services. Your work will be in accordance with the IT Services Technology Strategy, the University's strategy and other relevant faculty and directorate. This is a great time to join us here at Brookes and help us develop our ambitions. I wish you all success with your application.

Seamus Shaw, Chief Information Officer

Success at Oxford Brookes

Oxford Brookes is one of the UK's leading modern universities, renowned internationally for teaching excellence, innovation, and strong industry partnerships. The University possesses significant research strength: 97% of Oxford Brookes research is recognized as internationally quality or higher according to the Research Excellence Framework (REF 2021), with 70% assessed as world-leading or internationally excellent.

- Top 50 UK Institution (Complete University Guide 2026)
- Top Global University across 24 subject areas (QS World University Rankings by Subject 2026)
- Nine National Teaching Fellowships awarded for excellence in learning and teaching (Higher Education Academy)
- Associate College Partnership with five regional further education colleges providing flexible qualification pathways
- Outstanding Graduate Outcomes: 87% of full-time undergraduates are in employment or further study 15 months post-graduation (HESA Graduate Outcomes Survey 2022/23, published July 2025)
- Ranked 55th in the Guardian University Guide 2026
- Top 10 English University for intellectual property commercialization (KEF 4)
- Ranked 9th in EMEA for the Global MBA (QS Online MBA Rankings 2026)
- Teaching Excellence Framework (TEF 2023) Silver Award for exceptional student experience and outcomes
- Global Alumni Network of over 190,000 graduates across 177 countries
- Athletic Achievement: 28 Olympic and Paralympic rowing medalists from Oxford Brookes University Boat Club since 2000
- World's First Fairtrade University, committing to ethical global trade standards
- Institutional Athena Swan Bronze Award recognizing commitment to gender equality and representation

OUR CAMPUSES

- Welcome to the Oxford Brookes University **virtual tour**. Explore our campuses and facilities, watch our videos, check out the teaching rooms, social learning spaces, places to eat, and accommodation.



JOB DESCRIPTION

Directorate: Information Technology Services (ITS)

Title of post: Infrastructure DevOps Engineer

Grade of post: GR8 (£37,369 rising annually to £40,704)

Post number: 258793

F/T or P/T: Full time (80% part time will be considered)

Permanent or Temporary: Permanent

Principal location of work: Headington campus (Gipsy Lane site). Hybrid working in place and expected to be on campus at least 2 days a week

Immediate line manager: Operations Manager

Staff managed: No direct reports

Qualifications required:

University degree, or degree apprenticeship or equivalent qualification or experience, preferably in computing or a related subject and evidence of continuing professional development in public cloud operations.

Experience required:

- Proven experience of managing enterprise cloud ecosystems, specifically AWS, supporting Oxford Brookes IT delivery objectives. Experience in the configuration of AWS security, networking and resources. In depth technical knowledge and effective collaboration are essential to the success of the role;

- Proven experience of monitoring and alerting within onsite and cloud environments, implementing appropriate automation and enabling responsive DevOps services;

- Proven ability to interpret and research diverse business and technical requirements to implement system/network specifications for IT projects that deliver new integrated functional systems and services;

- Sound understanding of IT project management and planning including collaborative relationships, meeting key milestones, critical paths and change management;

Overall purpose:

To provide high-quality management, maintenance, and continuous improvement of the University's hybrid cloud estate. The role balances reactive incident and problem resolution with proactive monitoring, alerting, capacity management, and automation. Working across both AWS and on-premises infrastructure, the post holder ensures high availability, security, and performance of critical Oxford Brookes IT services.

Main duties:

1. Service Delivery & Liaison

- Act as the primary technical point of contact for the day-to-day administration and health of the AWS cloud estate and integrated on-premises network infrastructure.
- Manage, investigate, and resolve reactive incident and problem tickets escalated via the IT Helpdesk, adhering to strict SLAs across our onsite and cloud infrastructure.
- Collaborate and liaison with external partners and third-party vendors for hardware/software support.
- Work closely with internal development and Systems teams to facilitate smooth system deployment and cloud resource provisioning.

2. Teamwork and Motivation

- Work collaboratively within a multi-disciplinary IT Infrastructure team, sharing knowledge and participating in daily stand-ups or team meetings.
- Support, mentor, and guide junior team members or computing trainees, fostering a culture of continuous learning and DevOps best practices.

3. Decision Making & Problem Solving

- Analyse complex, multi-tiered infrastructure issues across hybrid environments.
- Formulate and implement robust, proactive monitoring and alerting strategies to detect anomalies before they impact university services.
- Make informed technical choices regarding capacity management and cost optimization within AWS (e.g., right-sizing instances, storage lifecycle policies).

4. Planning and Managing Resources

- Plan and execute routine maintenance, patching schedules, and upgrades across the hybrid infrastructure stack with minimal disruption to teaching, learning, and research.
- Contribute to disaster recovery and business continuity planning, ensuring backups and failover mechanisms are regularly tested.

5. Analysis and Research

- Utilise operational tools to analyse infrastructure data, build operational dashboards, and generate capacity/analytical reports for management decision-making.
- Conduct regular audits of the network and cloud estate to ensure alignment with security policies and industry best practices.

6. Specific area duties

- To occasionally work outside normal business hours, as agreed with your line manager and as may be reasonably necessary to maintain business-critical services, support special events and to provide occasional back-up for other service areas.

PERSON SPECIFICATION

Specification	Essential	Desirable
Education /Training	HE qualification or equivalent experience	Demonstrated commitment to ongoing professional development, such as specialised vendor certifications
Relevant Experience	Experience of working in systems administration across technical IT specialisms of Hybrid Systems, Networks and Security Solid understanding of IT systems, tools and service performance and availability including formalised control processes across multiple specialisms, operating within an ITIL aligned environment Experience of deploying infrastructure as code, developing and maintaining onsite and cloud infrastructure including AWS deployments, automation, monitoring and alerting	3rd line support experience and problem-solving expertise. Google Workspace administration ITSM Tools such as ServiceNow. Software Deployment / Container tooling such as Docker, Kubernetes and Jenkins Terraform automation Microsoft Identity Management (Entra ID)
Skills	A customer-orientated approach to service provision Awareness of departmental and institutional relationships and an ability to work across teams and activities	A good understanding of the learning, teaching, business and research needs of staff and students in higher education Experience managing switches, routers and firewalls, including HPE Aruba Central & Clearpass; FortiOS, Infoblox, F5

	Strong communications with senior managers, staff, students, visitors, clients and other contacts Ability to effectively communicate and collaborate with colleagues at all levels Specialist IT skills, including a good working knowledge of TCP/IP, server operating systems, virtualisation and Active Directory/Entra A demonstrable systematic and analytical approach to problem-solving Ability to work calmly and systematically in a busy environment, to prioritise work and to meet agreed deadlines An aptitude for producing and maintaining detailed written technical documentation	REST API development

HOW TO APPLY



If you have the vision, skills and capabilities we are looking for - we would be delighted to hear from you, please visit our Job Vacancies Portal here.

As part of the application process, please upload a CV and cover letter, which provides examples and explains how you meet the criteria outlined in the Person Specification. Your CV and cover letter should be uploaded to the application form via the “Supporting Documents” section.

The University has adopted equality, diversity and inclusion as core values. We welcome applications from suitably qualified candidates whatever their background.

The closing date for applications is **Sunday 6th December 2026**

Get in touch

We aim to make our application process clear and accessible to all.
If you need help with the application process, please email **pdteam-operations@brookes.ac.uk**

Find out more

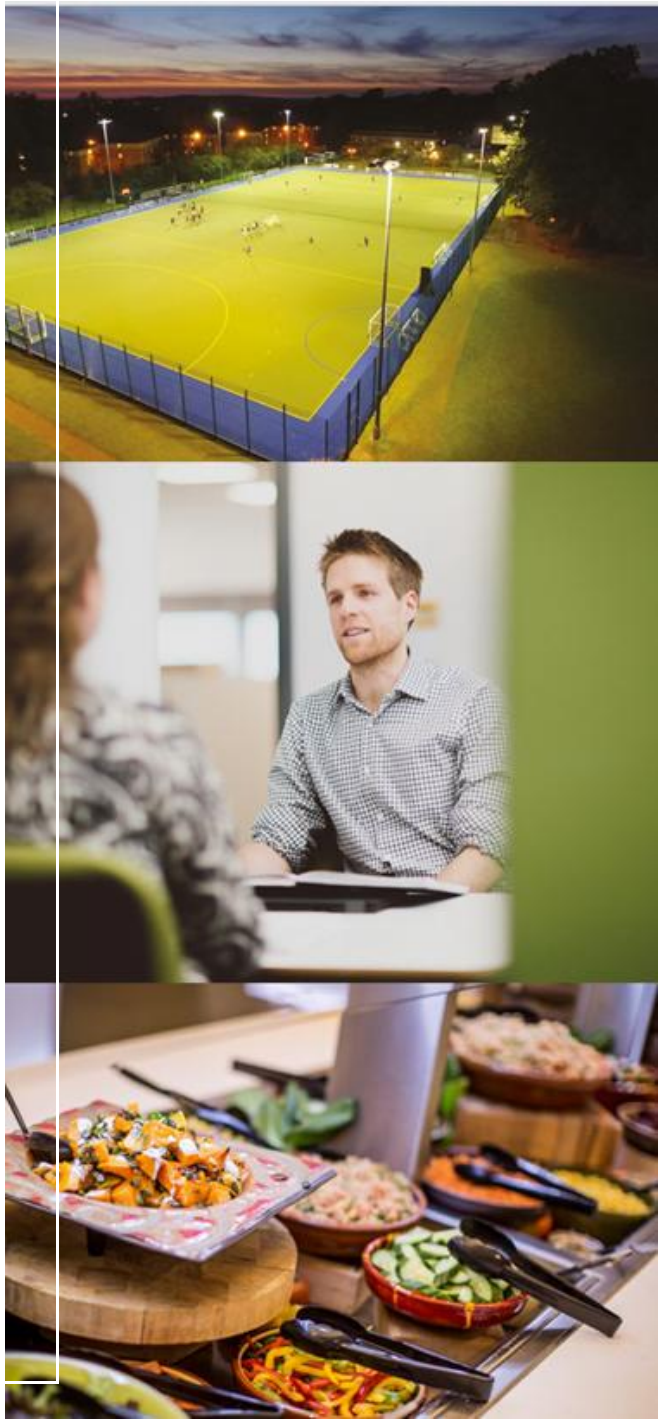
If you would like to arrange an informal conversation with the recruiting manager, please contact ITS/ASA Operations team, **its-asaoperations@brookes.ac.uk.**

BENEFITS OF WORKING FOR BROOKES

Oxford Brookes offers a wide range of benefits to enhance the staff experience.

Annual leave (including bank holidays and concessionary days)
- Senior Staff and Professors – 43 days
- Professional Services Staff and Research Staff below grade 9 – starting at 38 days rising to 41 days with service.

Additional annual leave: staff may purchase up to five additional days leave per year (pro rata for part-time staff) via a deduction from salary spread throughout the leave year.
Pension: we offer the Local Government Pension Scheme for professional services staff.
Flexible working: We combine time in the office for networking and major project sessions, with regular working from home and remote working.
Travel to work: Car parking at Brookes is limited; strict eligibility criteria is applied for permit holders and daily charges would apply. The city has a number of park and ride locations, situated around the Oxford ring road operating regular services into the city centre, with the Thornhill and Seacourt park and ride's 400 service stopping at Headington Campus.
Relocation: we will reimburse up to £5,000 (inclusive of VAT) for expenses necessarily incurred in relocating to a job at Brookes, and may make a contribution to immigration costs.
Nursery: the Brookes Nursery, located at Headington, is rated by Ofsted as Good, and caters for children aged four months to five years.
Brookes Sports: extensive sports facilities for staff including fitness suites and classes, and Oxfordshire's premier climbing wall (Headington Campus).
Occupational Health Service: the University is committed to the health and welfare of its staff. The Occupational Health Service provides work-based support for illness and disability, and can refer staff for confidential counselling if needed.
Employee Assistance Programme: offering round-the-clock advice and support as well as counselling on a wide range of topics such as finance, legal and health and wellbeing.
Eye test and glasses reimbursement: all staff who use screens are entitled to a subsidised eye test while they work at Brookes and a contribution to the cost of glasses.
Maternity, adoption and family leave: we offer generous maternity leave with qualifying staff entitled to 63 weeks' leave (both paid and unpaid). We offer the same leave for Adoption and Shared Parental Leave.
We also offer a cycle to work scheme. For more information about benefits please see **'Working at Brookes'** page.



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