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**University of Portsmouth**

**Information Services**

**Deputy Infrastructure Services Manager**

**ZZ004010**

**Information for Candidates**

**THE POST**

Please see the attached job description and person specification.

**TERMS OF APPOINTMENT**

Salary is in the range £38,183 - £46,924per annum and progress to the top of the scale is by annual increments payable on 1st April each year. Salary is paid into a bank or building society monthly in arrears.

Working hours are 37per week. Overtime is not normally payable but time off in lieu may be given. The working hours are normally from 8.30am to 5.15pm Monday to Thursday and 8.30am to 4.15pm Friday with one hour and ten minutes for lunch. Specific times may vary according to the Department concerned.

Annual leave entitlement is 32 working days in a full leave year. If you work less than 37 hours per week, your leave will be calculated on a pro-rata basis. The leave year commences on 1 October and staff starting and leaving during that period accrue leave on a pro-rata basis. In addition, the University is normally closed from Christmas Eve until New Year’s Day inclusive and on bank holidays.

It is a condition of the appointment for the proper performance of the duties of the post that the appointee will take up residence at a location such that they are able to fulfil the full range of their contractual duties. This residential requirement will be expected to be fulfilled within twelve months of taking up the appointment. The University has a scheme of financial assistance towards the cost of relocation, details of which can be found on the University website:

<http://www.port.ac.uk/departments/services/humanresources/recruitmentandselection/informationforapplicants/removalandseparationguidelines>

The Appointee will be entitled to join the Local Government Pension Scheme. The scheme's provisions include an index-linked pension with an option to exchange some pension for a lump sum on retirement together with dependants’ benefits. Contributions by the employee are subject to tax relief.

There is a probationary period of six months during which new staff are expected to demonstrate their suitability for the post.

There is a comprehensive sickness and maternity benefits scheme.

**All interview applicants will be required to bring their passport or full birth certificate and any other 'Right to Work' information to interview where it will be copied and verified.** The successful applicant will not be able to start work until their right to work documentation has been verified.

Under the University’s Insurance Policy we will take up references for candidates called for interview. Your current employer reference must be your current line manager. It is also a requirement of this policy that we take up references to cover the previous three years of your employment or study.

The successful candidate will need to bring documentary evidence of their qualifications to Human Resources on taking up their appointment.

To comply with UKVI legislation, non-EEA candidates are only eligible to apply for this post if it has been advertised for a total of 28 days.

If the position has a requirement for Disclosure and Barring Service check (DBS), this will be stated in the advert. The DBS Application Form will be provided once the selection process has been completed.

All applications must be submitted by Midnight (GMT) on the closing date published.

**UNIVERSITY OF PORTSMOUTH – RECRUITMENT PAPERWORK**

1. **JOB DESCRIPTION**

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| --- | --- |
| **Job Title:** | Deputy Infrastructure Services Manager |
| **Grade** | 8 |
| **Faculty/Centre:** | Professional Services |
| **Department/Service:**  **Location:** | Information Services |
| **Position Reference No:** | ZZ004010 |
| **Cost Centre:** | 47000 |
| **Responsible to:** | Infrastructure Services Manager |
| **Responsible for:** | Principal Desktop Specialists, Senior Desktop Specialists, Desktop Specialists, Desktop Analysts |
| **Effective date of job description:** | March 2017 |

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| **Purpose of Job:** |
| The Deputy Infrastructure Services Manager is responsible for the day to day operations of the main University desktop system systems including Windows Deployment Services, Virtual Applications, Windows Build Management, Anti-Virus, Software License Monitoring, Software License Management and Software License Procurement. They will work closely with members of the technical teams to ensure that the expected level of service is provided, and will be the first point of contact between the Infrastructure Services Team and Service Delivery when services are not available. They will also assist the Infrastructure Service Manager on improving ITIL processes and Continuous Service Improvement within the Infrastructure Services team.  The Deputy Infrastructure Services Manager will have direct line management responsibility for all grades of Desktop Specialists and Analysts including undertaking personal development reviews.  The Deputy Applications Manager will act as Deputy for the Infrastructure Services Manager, reporting directly to Senior Management where appropriate. |

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| **Key Responsibilities:** |
| 1. Under the strategic direction of the Infrastructure Services Manager, to be responsible for the delivery of the University’s desktop management environment, including incident management and problem resolution, change control, release management, performance monitoring and capacity planning. 2. Line manage the Desktop Specialists & Analysts, developing individuals to ensure    * 1. provision of primary and secondary support for the main University desktop management environment and under pinning infra-structure      2. adequate knowledge and expertise to provide cover in the supporting tools and infrastructure i.e. Windows Deployment Services, Cloudpaging. Anti-Virus etc. 3. To ensure production support, including incident and problem resolution, enhancement requests and projects are resourced, based on the overall plans for the group and IS. 4. To plan, schedule and monitor all maintenance and installation work, including major configuration changes and upgrades, negotiating with Service Managers and Business Owners as necessary. 5. To provide the Infrastructure Services Manager with regular progress updates including early identification of problems and possible solutions. 6. To ensure that all policies, procedures and standards applicable to the operational systems are kept up to date. 7. To monitor the effectiveness of policies, procedures and standards followed within the team, and where necessary work with colleagues to improve them. 8. To ensure that the service transition activities are completed before any new service is accepted into Business as Usual operation. 9. To put in place mechanisms and controls to provide appropriate quality assurance for new developments, bug fixes and patches, including those supplied by 3rd parties before application to production systems. 10. To act as deputy to the Infrastructure Services Manager, reporting directly to Senior Management where required. 11. Such other duties as may be reasonably required by the Head of Department/Section. |
| **Working Relationships:** |
| Infrastructure Services Manager  IS Senior Managers  Desktop Specialist and Desktop Analysts  Business Analysts and Project Managers from within IS and other Central Services  IS Technical Staff, Service Managers and ITIL process owners  Business Owners  Internal Customers- University staff and students  External Suppliers |

1. **PERSON SPECIFICATION**

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| **No** | **Attributes** | **Rating** | **Source** |
| **1.** | **Specific Knowledge & Experience** |  |  |
|  | Can demonstrate an excellent understanding of ITIL processes such as incident, problem and change management | E | AF, S |
|  | Can demonstrate experience of planning, organising, resourcing,  directing and monitoring ongoing (i.e. non project) activities. | E | AF, S |
|  | Experience of taking a lead in a project environment | E | AF, S |
|  | Can demonstrate experience of  managing a technical team, including the ongoing professional development of individuals, performance management and conflict management | E | AF, S |
|  | An understanding of  Windows desktop architecture and the underpinning technical infrastructure | D | AF, S |
| **2.** | **Skills & Abilities** |  |  |
|  | Good communication skills, both written and verbal, with the ability to communicate effectively with people at all levels both within and outside of the organisation | E | AF, S |
|  | Able to demonstrate sound decision making when under pressure | E | AF, S |
|  | Expert in use of IT systems and packages including MS Office | E | AF, S |
|  | Able to demonstrate excellent problem resolution skills | E | AF, S |
|  | Can demonstrate commitment to excellent customer service | E | AF, S |
|  | Able to work on own initiative, as part of a team, or as a team lead | E | AF, S |
|  | Ability to delegate tasks and responsibilities effectively | E | AF, S |
|  | Ability to influence others when no direct line management responsibility is involved | E | AF, S |
|  | Able to develop and implement effective operational processes and procedures | E | AF,S |
| **3.** | **Education &/or Training** |  |  |
|  | First degree or equivalent qualification/experience | E | AF |
|  | Good first degree (2:1 or above)  in a relevant discipline | D | AF |
|  | ITIL Foundation Certificate | D | AF |
| **4.** | **Other Requirements** |  |  |
|  | Keen to learn and develop | E | AF, S |
|  | Sets high personal standards | E | AF, S |
|  | Works collaboratively, sharing experience and learning | E | AF, S |
|  | Committed to the aims of the University | E | AF, S |
|  | Adaptable and flexible | E | AF, S |
|  | Proactive | E | AF, S |

**Legend**

Rating of attribute: E = essential; D = desirable

Source of evidence: AF = Application Form; S = Selection Programme; T = Test; P = Presentation

**JOB HAZARD IDENTIFICATION FORM**

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| **Please tick box(s) if any of the below are likely to be encountered by the applicant. This is in order to identify potential job related hazards and minimise associated health effects as far as possible. Please use** [this link](http://www.port.ac.uk/departments/services/humanresources/occupationalhealthservice/JobHazardInformation/) **for further information which should be considered by managers, employees and job applicants.** | | | |
| 1. International travel/Fieldwork |  | 13. Substances to which COSHH regulations apply (including microorganisms, animal allergens, wood dust, chemicals, skin sensitizers and irritants) |  |
| 1. Manual Handling (of loads/people) |  | 14. Working at height |  |
| 1. Human tissue/body fluids (e.g. Healthcare workers, First Aiders, Nursery workers, Laboratory workers) |  | 15. Working with sewage, drains, river or canal water |  |
| 1. Genetically Modified Organisms |  | 16. Confined spaces |  |
| 1. Noise > 80 DbA |  | 17. Vibrating tools |  |
| 1. Night Working   (between 2200 hrs and 0600 hrs) |  | 18. Diving |  |
| 1. Display screen equipment | X | 19. Compressed gases |  |
| 1. Repetitive tasks (e.g. pipette use, book sensitization etc) |  | 20. Small print/colour coding |  |
| 1. Ionising radiation/ non-ionising radiation/lasers/UV radiation | | 21. Contaminated soil/bio-aerosols |  |
| 10. Asbestos and lead | | 22. Nano-materials | |
| 11. Driving on University business (mini-bus, van, bus, forklift truck etc) | | 23. Stress Workplace Stressors (e.g. workplace demands, role clarification, relationships etc) | |
| 12. Food handling | | 24. Other (please specify) | |

**Completed by Line Manager/Supervisor:**

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| **Name (block capitals)** | ROBERT BLATT |
| **Date** | 6th April 2017 |
| **Extension number** | 3106 |

Managers should use this form and the information contained in it during induction of new staff to identify any training needs or requirement for referral to Occupational Health (OH).

Should any of this associated information be unavailable please contact OH (Tel: 023 9284 3187) so that appropriate advice can be given.