Job Description

<table>
<thead>
<tr>
<th>Job title</th>
<th>Head of IT</th>
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<tbody>
<tr>
<td>Division</td>
<td>Social Sciences</td>
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<tr>
<td>Department</td>
<td>Oxford Internet Institute</td>
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<tr>
<td>Location</td>
<td>1 St Giles – OX1 3JS</td>
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<tr>
<td>Grade and salary</td>
<td>Grade 8: £42,149 - £50,296 per annum</td>
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<tr>
<td>Hours</td>
<td>Full time</td>
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<tr>
<td>Contract type</td>
<td>Permanent</td>
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<td>Vacancy reference</td>
<td>153192</td>
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Overview of the role

As our Head of IT, you will ensure access to a portfolio of reliable and secure IT services that enable the department’s mission around research, education and outreach. You will work closely with the Head of Administration and Finance and other function in the specification, procurement, configuration and ongoing management and support of all IT-related services and any associated infrastructure. This includes systems to support academic initiatives and business operations, core IT infrastructure such as networking and audio-visual systems, IT systems underpinning shared building services and line management of a team of two IT Officers.

Duties:

1) Policy and Strategy
   a) Lead advancement of IT activities by developing and driving the adoption of an appropriate long-term strategy for technical platforms covering departmental infrastructure and specialist research objectives. Thus, ensuring well-informed decision-making by academic leadership, departmental committees and faculty members.
   b) Working closely with the Senior Executive Team to ensure that ICT services meet departmental objectives.
   c) Managing the IT budget, consulting as appropriate with the Head of Administration and Finance and the Finance Officer, to ensure that investment is effectively directed, targets future needs and represents good value for money, including negotiating purchases and service level agreements with suppliers.
   d) Provide expert knowledge and advice on priorities and long-term future IT capabilities to the Senior Executive Team, the Steering Board and other departmental committees, e.g., Research Committee, Graduate Studies Committee and faculty members, anticipating the needs for the long as well as short term and marshal resources effectively to address these.
   e) Represent the department on university-wide groups and committees.
   f) Act as Chief Information Security Officer for the department, responsible for establishing and maintaining the department’s information security framework to ensure the availability, integrity and confidentiality of the department’s information.
g) Keep up to date with emerging trends, tools, and technologies which could be of benefit to departmental activities.

h) Plan and sponsor continuous service-improvement projects and the development of new services in response to departmental requirements, including development of business cases and senior stakeholder engagement; manage projects through their full lifecycle, including requirements capture, project definition, risk management, project planning, leadership to team members, resource management and tendering.

2) Compliance
   a) Ensure team members are aware of the legal requirements for data protection and information security, and able to provide expert advice to colleagues.
   b) Promote compliance with departmental ICT policies, fostering best practice across the department and ensuring high-quality timely, clear and non-jargonistic advice; monitoring compliance and handling issues arising appropriately.
   c) Take the lead in supporting all members of the department in understanding and adhering to data protection and information security policies.
   d) Support the Head of Administration and Finance in ensuring appropriate levels of information data protection and business continuity in the department, including risk registers, contingency planning and audits.

3) Management
   a) Management and development of the IT team, promoting a service-orientated, user facing professional culture delivering high quality service across support and infrastructure functions. Ensuring a resilient and responsive specialist service, including appropriate skills development and maintenance of all team members as appropriate to the IT remit and more generally to university professional services.
   b) Provide strategic and operational leadership and direction to the team by communicating current priorities and advising on future plans.
   c) Work closely and collaboratively with colleagues across the OII Administration as appropriate, for example with the Web Developer and the Media and Communications Manager.

4) Infrastructure
   a) Manage the department’s server fleet, drawing on other team members as appropriate, to ensure best practices are observed for the running, maintaining and securing of all servers and services run by the department whether virtualised (VMWare) or physical; ensure all services are resilient, adequately resourced and secure at all times, and ensure that the necessary skills for maintaining them held by more than one IT team member.
   b) Create and maintain a documented plan for current and future requirements of services and storage needs, taking account of performance levels and input from user groups.
   c) Support research activities including provision of strategic advice, support and maintaining the department’s research infrastructure. This includes a variety of IT resources and servers dynamically tailored to supporting world-leading, cutting-edge research into rapidly advancing digital technological change (which currently includes survey servers, and servers dedicated to providing data collection and analysis). Actively evaluating developments in ICT relevant to the research activities being undertaken at the OII and advising on matters relating to ICT aspects of OII research.
   d) Manage the departmental research data archive, ensuring research data is deposited, catalogued and curated in line with departmental policies.
   e) Review and set backup policies and ensure implementation and testing.
   f) Establish and maintain an appropriate, extensive and current set of disaster recovery procedures for the department’s infrastructure, including ensuring all team members are fully aware of and able to execute them.
g) Work closely with the Web Developer to ensure delivery of secure hosting and support for any internally hosted sites, taking responsibility for provision of web space, DNS, MySQL databases, administrative access control and server security.

h) Take overall responsibility for management, development and security of all network infrastructure ensuring current and future requirements are met.

i) Ensure that adequate resources are allocated to the department’s cyber-security processes and systems at all times, and that these are subject to regular review and update.

j) Ensure compliance of all firewall security policies with departmental and University requirements.

k) Ensure timely and regular processing and application of all relevant security updates of all infrastructure components.

l) Ensure provision of the University wireless access solutions.

m) Full management of and records-keeping for the VOIP telephone system.

5) First-Line Support Service Delivery
   a) With the ICT Team, establish and monitor service-level expectations to deliver first-line support for all network users.
   b) Oversee and maintain AV equipment and associated technologies (e.g., lecture-capture, webinar) at all sites, supporting departmental requirements and infrastructure projects by providing specialist advice and awareness of appropriate technologies; review existing systems and implement scheduled upgrade programmes as required.
   c) Ensure that the ICT team is able to respond in a timely and effective manner to all department members in supporting equipment failures and conflicts, repairing and replacing equipment in-house where possible and/or arranging for external support through the central university or other contractors as needed.
   d) Ensure support cover is provided for IT Officers as and when required

6) Other
   a) Play a full, collegiate role as a member of the Senior Administrative Team and contribute to the setting and delivery of its strategy and operational plans.
   b) Such other duties appropriate to the grade as may be required by the Head of Administration and Finance.

Selection criteria

Essential

1. A degree, or have equivalent experience, in a relevant discipline

2. Qualification, accreditation, or evidence of formal training in two or more of the following areas: IT architecture, IT service management, project or programme management.

3. Extensive experience of delivering and managing IT projects, preferably in a higher education setting.

4. Demonstrable experience overseeing technical platform delivery and management the following areas:
   - Virtual Infrastructure, to a high level, for example VMWare/Vsphere hosting multiple virtual machines. Extensive experience with monitoring the health of VMs, migration, backups/snapshotting.
   - Server deployment, management and security (Windows/MacOSX/Linux).
• Storage infrastructure: RAID arrays, configuration of redundant controllers and backups.

5. Proven record of managing staff including induction, development and performance assessment; ensuring that skills are maintained or enhanced to keep pace with changing IT systems and programs.

6. Demonstrate strong interpersonal skills with the ability to work effectively with staff in all areas of the University.

7. Clear understanding of the research, teaching, and administrative processes of a higher education institution and how IT supports this.

8. Demonstrable ability to think and plan strategically and creatively in the development of services and policies.

9. Significant experience of managing staff performance, training, and development, and the ability to lead a team-based group.

10. Experience of financial management, in particular, budget oversight, contract negotiation, and developing and maintaining supplier relationships.

11. Excellent communication skills including the ability to convey complex concepts with clarity and in a manner appropriate to the audience.

12. Extensive knowledge of current directions in IT, and a strong commitment to self-development.

Desirable

1. A working knowledge of the Higher education sector.

2. Experience in a multidisciplinary environment in the social sciences would be beneficial.

3. Demonstrable experience of running research computing infrastructure for collection, and analysis of digital data.

About the University of Oxford

Welcome to the University of Oxford. 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.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual’s unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.
Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information please visit www.ox.ac.uk/about/organisation

The Oxford Internet Institute

The Oxford Internet Institute has expanded rapidly since its founding in 2001 to become a world-leading centre for the multidisciplinary study of the Internet and society, with activities focusing on research, post-graduate teaching and policy-making and practice.

The OII aims to bring about a greater understanding of the various social factors that are shaping the Internet and their implications for society. Central to this vision is a view of the Internet as a phenomenon that goes far beyond its technical capabilities to encompass all the people, services, information, and technologies that are intertwined in this 'network of networks'. Excellence in research underpins the Institute's collaborative and teaching activities. Wide-ranging collaborative relationships with experts from academia, government, business, and industry in the UK and around the world also play a central role in its strategic drive.

The OII’s research strategy has targeted areas critical to the public interest, where the design and use of the Internet and related technologies are likely to contribute to a substantial restructuring of social practice and institutional arrangements. Having developed critical mass in these areas, the OII’s strategy for the next five years is geared towards deepening and extending the range of grant-funded research around each theme and disseminating the outputs in high-quality journals, while ensuring that research helps inform and shape policy and practice.

Research at the OII focuses on 8 research clusters:

- **Connectivity, Inclusion & Inequality**: understanding the shifts in the power dynamics caused by information and communication technologies.
- **Digital Knowledge and Culture**: charting the on-going digital transformations of the sciences, social sciences, arts and humanities, and their implications.
- **Digital Politics & Government**: investigating political behaviour, digital government and government-citizen interactions in the age of the internet, social media and big data.
- **Education, Well-Being and Digital Life**: addressing the psychological, social and educational implications of the Internet, for people of all ages, across the full lifespan, with a particular focus on children and young people.
- **Ethics and Philosophy of Information**: investigating the ethical, epistemological, logical and ontological aspects of information, its sciences, phenomena and dynamics.
- **Internet Economics**: understanding the economic and social implications of new business models, new market structures, and new types of economic activity.
- **Information Governance & Security**: analysing the challenges created by the digitisation of information, seeking solutions through new governance rules, processes and institutions, and investigating the relationship between emerging technologies, their design, and information security and privacy.
- **Social Data Science**: seeking a quantitative understanding of how individuals behave and interact in society.

In all its research, the OII aims to operate at the cutting edge in both quantitative and qualitative methodologies that cut across disciplines and topics. Methodological innovation is vital given the changing nature of the Internet and advances in ICTs which both necessitate and facilitate the development of new techniques. OII researchers are developing methodologies such as the
embedding of ICTs for real time observation of social phenomenon; webmetric techniques for observing the underlying structure of the web presence of social institutions; artificial intelligence design; experimental research; on-line action research; content analysis; investigation of virtual environments; and online survey research.

For more information about the Oxford Internet Institute please visit http://www.oii.ox.ac.uk

Social Sciences Division

The Oxford Internet Institute is a department within the Social Sciences Division, one of four academic Divisions in the University, each with considerable devolved budgetary and financial authority, and responsibility for providing a broad strategic focus across its constituent disciplines.

The Social Sciences Division represents the largest grouping of social sciences in the UK. It is home to a number of outstanding departments and to the internationally ranked Law Faculty; all are committed to research to develop a greater understanding of all aspects of society, from the impact of political, legal and economic systems on social and economic welfare to human rights and security. That research is disseminated through innovative graduate programmes and enhances undergraduate courses.

For more information please visit http://www.socsci.ox.ac.uk/
How to apply

Before submitting an application, you may find it helpful to read the ‘Tips on applying for a job at the University of Oxford’ document, at www.ox.ac.uk/about/jobs/supportandtechnical/.

If you would like to apply, click on the Apply Now button on the ‘Job Details’ page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

You will also be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post 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).

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

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

All applications must be received by midday on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you 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).

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from www.ox.ac.uk/about_the_university/jobs/support/. To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. Please check your spam/junk mail if you do not receive this email.
Important information for candidates

Data Privacy

Please note that any personal data submitted to the University 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: www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/. The University’s Policy on Data Protection is available at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/.

The University’s policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at grade 8 and above. The justification for this is explained at: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/. For existing employees, any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/

There is no normal or fixed age at which staff in posts at grades 1–7 have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.
Benefits of working at the University

Employee benefits

University employees enjoy 38 days’ paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See www.admin.ox.ac.uk/personnel/staffinfo/benefits.

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and www.sport.ox.ac.uk/oxford-university-sports-facilities.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See www.welcome.ox.ac.uk. There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See www.admin.ox.ac.uk/personnel/permits/reimburse&loanscheme/.

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to My Family Care, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/.

Childcare

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries. For full details, including how to apply and the costs, see www.admin.ox.ac.uk/childcare/.

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University’s Staff Disability Advisor, see www.admin.ox.ac.uk/eop/disab/staff.

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at www.admin.ox.ac.uk/eop/inpractice/networks/.

The University of Oxford Newcomers’ Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.