University of Nottingham
UK | CHINA | MALAYSIA

Job title	Head of Cloud Infrastructure	Job family and level	Administrative Professional and Managerial Level 6
School/ Department	Digital & Technology Services	Location	Kings Meadow Campus/ Hybrid

Purpose of role

The **Head of Cloud Infrastructure** is a key leadership role, responsible for leading and inspiring the Cloud Infrastructure team. You will ensure that cloud infrastructure services are fully operational and available to support the university where needed 24x7. You will also be responsible for managing third party contracts and will liaise with suppliers/partners to get best value for the university. You will work with the Enterprise Architecture team to help set strategic direction based on real world experience. You will have excellent knowledge of Microsoft Azure and service management (ITIL) processes and will lead a team of skilled specialists who will provide technical advice, guidance and problem-solving (second-line support) to deliver high levels of service availability and performance.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	**Lead and inspire the Cloud Infrastructure team based within Digital Technology Services (DTS). Create the context for a high performing team:** • Ensure that team members have clarity of purpose, understand the wider strategy and context in which they work, why their contribution is important and are focussed on results • Ensure that team members have the knowhow, resources, environment and support necessary to achieve results • Use evidence based approaches to drive continuous improvement • Foster excellent team work removing constraints and enhancing effective working across boundaries within DTS and with other parts of UoN • Ensure that team members plan the development of skills in a strategic manner so as to prepare for new technologies and changes in context. Help individuals to plan their careers and maximise their employability • Provide constructive feedback and encourage reflective thinking • Determine priorities of the team and assign resources to meet planned objectives and requirements	20%
2	**Play a leadership role in managing and growing the capability of the Cloud Infrastructure function in order that it is able to meet the strategic direction established by the Enterprise Architecture team and senior stakeholders:**	30%

	• Oversee the core functions of the Cloud Infrastructure team. Establish a culture of effective team work and continuous improvement to ensure delivery of the following services:
	
	    o Performance Monitoring
	
	    o Delivery of Service Requests
	
	    o Delivery of Projects
	
	    o Service improvement and evolution in accordance with both business requirements and changes initiated by the Cloud service providers (new capabilities, enhancement to and retirement of services) .
	
	    o Identification of security vulnerabilities with appropriate actions identified and implemented.
	
	    o Liaison with researchers to address security vulnerabilities and other recommendations provided by the Cloud vendors. Monitor resolution of agreed actions and, if necessary, escalate.
	
	    o Provide advice and guidance to researchers regarding the most appropriate Cloud resources for their use cases
	
	    o Upgrade and maintain the Trusted Research and Secure Data environments in line with patterns provided by third parties. Work with the Digital Research Service and researchers to create Secure Research Environments (SREs) appropriate to the researcher's needs. Carry out the ingress and egress of data for the SRE upon request.
	
	    o Collaborate with the Digital Research Service and the Uptake and Adoption teams to identify opportunities for Cloud services to support research initiatives/projects
	
	    o Collaborate with the M365 product team to carry our technical administration of the M365 product set.
	
	    o Incident resolution and management
	
	    o Adherence to Change Control process, ensuring all changes are fully tested before rolling out to the live environment.
	
	    o Manage relationships with strategic suppliers on whom the service depends, primarily Microsoft.
	
	    o Develop, manage and monitor relevant KPIs	

3	**Manage third party contracts supporting cloud infrastructure:** • Forecast and monitor budget/expenditure on contracts for Cloud services ensuring costs remain within budget through optimisation where possible. • Change controls are raised where spend is required outside of the forecast budget/expenditure. • Review/validate invoices received against services ordered. • Identify opportunities for cost savings/service improvements • Review Cloud service provider's cost optimisation recommendation with Service Owners and implement where appropriate	25%

4	**Support the Director of Service Delivery in delivering operational excellence:** • Ensure adherence to Operational Acceptance criteria to enable new services and changes to existing services, that are delivered into live service with consistent quality. • Monitor events, incidents, and service requests to look for trends which could impact service performance and respond appropriately • Drive productivity of the team through the use of automation and related disciplines such as Infrastructure as Code. • Ensure the team maintain an end-to-end service view to understand how the underlying infrastructure and resources can and does affect application performance • Continually identify and proactively drive the development and delivery of Service Improvements in all areas of service support and delivery; Availability, Process, Performance, Capacity and Functionality • Lead or contribute to the development of cloud service roadmaps. Advising on future requirements of the existing and new infrastructure services to ensure operational excellence in the normal running of the services and to identify future financial investments. • Keep abreast of technical advancements and developments in all relevant areas • Develop and promote innovate ways to improve operational efficiency through deployment of tools, automation and delegated responsibilities. • Develop Management Information reporting on Cloud Services to help support management decisions and support future investment. • Develop key supplier relationships by holding regular service review meetings with suppliers to ensure complete service level alignment through the operational stack	15%
5	**Travel and out of hours working** • Travel as necessary to maintain effective relationships with stakeholders • Exception travel to international campuses (Malaysia, China) • Out of hours work may also be required, sometimes without notice, during certain situations	5%
6	**Professional development** • Develop own skills/professional capability in line with service needs	5%

Person specification

	Essential	Desirable
Skills	• Significant experience leading specialist teams within a complex, enterprise cloud environment • Excellent understanding of Microsoft and Linux Operating Systems, MSSQL, Oracle and MySQL Databases • Proven ability to lead and develop staff, and create high performing teams • Excellent ability to communicate and explain complex issues in clear, concise, persuasive language both verbally and in writing • Ability to influence, persuade and negotiate with peers and senior management • Highly adaptable and flexible. Able to adjust quickly to new situations and changing priorities • Excellent ability to lead others through complex problem solving challenges • Ability to identify new opportunities, provide creative solutions and promote and deliver change	
Knowledge and experience	• Proven experience of managing a cloud infrastructure support team in a large and diverse organisation • Experience working with external suppliers, managing large scale contracts and outsourcing arrangements • Experience in delivering Cloud operations activities and/or on-premise infrastructure operations activities • Experience of working with consumers (i.e. researchers and educators) to understand their requirements and map these on to the relevant Cloud services • Experience in managing flexible provision of infrastructure within virtual environments utilising Infrastructure as Code and other automation tools • Experience of working in project teams, particularly in the development and delivery of IT infrastructure	• Experience of owning and delivering Services in a global organisation • Experience of leading teams working in a matrix style organisation • Experience of managing budgets

	• In-depth knowledge of the range of resources and services offered by Cloud providers • Excellent experience in the process of the operation and maintenance of IT Infrastructure • Good understanding of the project lifecycle • Demonstrable understanding of IT security risks and challenges	
Qualifications, certification and training (relevant to role)	• Educated to degree level or equivalent *or* significant demonstrable experience within the cloud infrastructures domain • In-depth experience of IT service management disciplines based on ITIL (ideally with a qualification) • Demonstrable understanding of ISO27001/ISO22301	• Prince II qualification (or equivalent)

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people

Understands that it is essential to provide a structure that people can thrive in. Knows how to communicate with people to create a healthy working environment and get the best out of people.

Taking ownership

Communicates vision clearly, providing direction and focus. Knows how to create a productive environment where people are inspired and can work cross-departmentally in partnership.

Forward thinking

Has the ambition to be a pioneer in own area, anticipating the future change, needs and challenges. Knows how to innovate within their work context and champions others to be inspired to be part of this ambition

Professional pride

Keeps up to date on latest thinking, trends and work practices. Supports team to be thought leaders; willing to challenge if obstacles get in the way.

Always inclusive

Establishes far reaching partnerships, well beyond own area across a broad range of networks. Understand role to pay due regard to the needs of the whole community.

Key relationships with others

Line manager — Dirctor of Service Delivery

Role holder — **Head of Cloud Infrastructure**

Key stakeholder relationships — DTS Cloud teams | Suppliers & Partners | Other DTS and UoN global teams