

Dev Ops Senior Collaboration Engineer – Learning and Information Services – Grade

Job Description

Purpose

The role holder will be key to ensuring the successful implementation of the University strategy for information and technology, supporting and providing modern, scalable and secure integrated platforms to support University business, including blended on-campus and online learning and teaching, research, administration, estate operations and commercial activity.

To have primary responsibility for all client-side enterprise application stacks, inclusive of telecommunications and to contribute to the University's user facing IT services in order to deliver a modern, frictionless, secure and intuitive user experience.

Duties

1. Provide a positive, supportive and technical expert point of contact for the DevOps Collaboration Engineers.
2. Work collaboratively with team members to support their career progression and development.
3. Support the development of the University's digital workplace technology vision and roadmap in collaboration with relevant stakeholders.
4. Maximising M365 Platform Value through delivering and maintaining solutions from the Microsoft 365 (M365) suite of products, including but not limited to SharePoint, Teams, Exchange, OneDrive, Viva, CoPilot AI.
5. Administer the document management solutions that meet the University's organisational needs.
6. Continuously enhance the leading technology offering from the University to all its stakeholders by identifying and evaluating technology or productivity solutions.
7. Act as a technical expert for the Delivery, Administration and Support of appropriate omnichannel communication platforms for all stakeholders of the University's services. This includes installation, configuration, and maintenance of all telecommunication systems, including VOIP and traditional telephony.
8. Administer and support the mobile device management (MDM) and bring your own device (BYOD) facilities, working to ensure they delivered from a user experience, sustainability and security perspective. Ensure that the security of IT systems are

embedded, this will include liaison with the IT Security team, the investigation of unauthorised access and compliance with relevant legislation.

9. Deliver and maintain appropriate monitoring and alerting solutions for the University across all collaboration platforms, including but not limited to SharePoint, Teams, Exchange, One Drive, Viva and omnichannel communication platforms.
10. Professionally represent LIS and collaborate with senior internal and external stakeholders to influence and steer the investments in infrastructure, software, and applications in support of the information & technology strategy contributing to relevant business cases.
11. Cooperate with colleagues across LIS to ensure knowledge, skills and resources are shared across the teams in support of strategic priorities, acting as a subject matter expert, with particular reference to Dev Ops principles such as Identity, Operations and Automation.
12. Lead responses to incidents where appropriate. Drive the adoption of (and commitment towards) service improvements through a considered and structured approach to continuous improvement which also measures impact and shares results.
13. Aide the response to external FOI requests, audits, cyber certifications such as Cyber Essentials Plus, ISO 27001 and other similar requests.
14. Lead and contribute to stand-ups, team meetings and other relevant forums as and where required.
15. Demonstrate flexibility and commitment to the University strategic and development plans.
16. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business including provide emergency response out of hours.
17. To observe, monitor and comply with all relevant University policies and procedures in the performance of duties, particularly in relation to System and Information Security.
18. Undertake any other duties commensurate with the grade of the role, deputise for the Head of IT services and Operations or Dev Ops Collaboration Manager upon request.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience in a senior IT role in a comparable scale organisation creating high level plans, along with strong technical leadership capability and the ability to mentor and develop others (Application/Interview).
- Experience of developing and managing meaningful success measures aligned to institutional metrics or targets (Application/Interview).
- Experience of communicating, influencing and representing technical leadership in both internal and external meetings and forums (Application/Interview).
- Experience of managing multiple services across in-house resources and external providers, including cloud-based and outsourced services (Application/Interview).
- A relevant business or systems-based undergraduate degree or equivalent experiential learning (Application).
- Expert knowledge of Microsoft 365 technologies, technical and service processes and an ability to develop functional areas to implement these across a diverse technology base (Application/Interview).
- Expert knowledge of Telecommunications, including VOIP and traditional telephony (Application/Interview).
- Excellent communication and collaboration skills, both verbal and written, with the ability to talk and present to colleagues and stakeholders at all levels of an organisation with varying technical experience and capabilities, along with experience of dealing with demanding customers and negotiation and influencing skills (Application/Interview).
- Experience of managing the building and maintenance of IT systems to underpin client and application delivery in a large complex multi-faceted organisation (Application/Interview).
- Strong problem-solving skills with the ability to gather and assimilate information and anticipate/mitigate risks and find suitable solutions to issues (Application/Interview).
- A passion for technology and the creation of digital solutions, with a positive attitude to change and operational service delivery (Application/Interview).
- Appreciation of business priorities, deadlines and client requirements, with an awareness and understanding of confidentiality (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of working in leadership within the UK education sector (Application/Interview).
- Experience of leading and operating within an Agile, Service Managed environment (Application/Interview).
- Experience of writing financially based plans, process and policy documents, and cases for support (Application/Interview).
- Relevant Technology-based certification (Application).
- Recognised ITIL qualification (Application).
- Recognised Project Management and Agile process qualifications (Application).
- Recognised IT or/or business leadership qualification (Application).
- Experience of public sector procurement processes, strategic IT vendor management and strategic partnership development including contract management (Application/Interview).