Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>15244</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Lead Technical Engineer</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Head of Customer Support or Head of Transition and Environments</td>
</tr>
<tr>
<td>Salary:</td>
<td>£40,792 to £48,677</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related and Support Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>8</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Midday 23 October 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Full Application form, CV and covering letter</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Lesley Weaving</td>
</tr>
</tbody>
</table>
## 2. Summary of duties

### Purpose Statement

- To act as subject matter experts responsible for leading the adoption of and transition to cloud technologies.
- To facilitate the innovation and development of the Open Universities digital transformation in all aspects of the IT architecture.
- Work with Architecture, Infrastructure and other teams across IT to ensure best practice and process compliance across deliverables.
- Work with Project Management to own and drive project deliverables, ensuring that projects are delivered with adherence to agreed solution designs.
- To lead the process and capability improvement to ensure quality solution design and delivery across the University.

### Main Responsibilities:

- To research and deliver evolving cloud technologies and opportunities to enable and enhance the delivery of change projects within the Open University.
- Perform design and development activities on large programmes of work, ensuring consistency and integrity across design elements.
- Enforce creation of high quality platforms to specification that complies with technical, security and quality enterprise standards, by monitoring and ensuring QA processes.
- Technical expert providing advice and guidance to all areas of IT in defined area of expertise.
- Ensure consistency of use in build, deployment and configuration processes.

### Main Duties:

- Develop systems ready for adoption, collaborating with the Business and IT to transition systems and services effectively.
- Produce and/or review designs for systems which are feasible and cost effective and meet requirements.
- Conduct research on emerging technologies and approaches in support of IT goals and commitments and recommend technologies that will increase cost effectiveness and flexibility.
- Provide technical expertise and guidance within a collaborative application development and infrastructure environment, thus contributing to feasible and cost-effective system solutions. Coach IT teams in best practice and skills improvement.
- Produce outputs that adheres to industry standards and quality requirements.
- Review and authorise solutions produced by team and other providers to ensure quality and adherence to standards.
- Own project solutions across teams to ensure that integration points and technical dependencies are managed effectively. Assist the project manager in removing blockers by collaborating across project stakeholders and providers.
- Participation within continuous improvement of services ad methods.
- Provide technical input to the analysis of business partner requirements.
- Coach less experienced colleagues within your own area of specialist expertise.
- Develop, document, communicate, and enforce technology standards policies.
- Act as an advisor for technical feasibility in new solutions.
- Liaise with other IT teams to resolve any cross-function design issues and escalate, if necessary, to the Solution Architect. Act as the technical translation point between Architects, Solution Designers and Service and Support teams.
- Liaise with Project Management and Senior Management, responsible for project status and escalation.
- Provide expertise, direction, and assistance to all of the IT Technical staff.
- Assist in the definition of suitable resources to carry out project work.
- Provide project estimates as part of the estimation process and within project activities.
- Participate in breaking project requirements into delivery iterations.
- Work with onshore and offshore capabilities, defining working practices, implementation approach and appropriate standards and patterns as applicable.
- Provide technical leadership in incident and problem resolution.
• Work with IT Solution Architects to ensure cross-team collaboration and common goals, including managing appropriate levels of technical debt and technology roadmap complexity.
• Manage opportunities for innovation, including through small proof-of-concept projects, to inform future direction and promote the university’s student-first vision.

3. Person specification

Essential:

Education, qualifications and training
• Degree level in a Computing and IT related subject or equivalent

Knowledge, work and other relevant experience
• Experience as a senior system engineer on a platform with users of over 500, responsible for architectural development, delivery and testing
• Knowledge and experience of server architecture and systems management, integration and automation in a virtual or cloud infrastructure environment. You will have configured systems for high volume use
• Experience working in multidisciplinary development teams using multiple related technologies
• Good knowledge of technical platforms and impact on business systems
• Knowledge and experience of software engineering tools, practises, methods and standards including some of but not limited to Cloud IaaS and PaaS Services, infrastructure as code, continuous integration, continuous delivery
• Platform development and systems architecture leadership experience in large IT department, including substantial design experience of large or complex systems
• Able to demonstrate the full range of system engineering skills from research and design, to post-implementation support
• Knowledge and experience of creating and applying standards and best practice in IT delivery
• Knowledge of systems reliability and performance engineering especially in a cloud context
• Interested in appropriate use of technology to solve business problems.

Skills, capabilities and qualities
• Has good oral and written communication skills (including presentations). Able to communicate effectively at an executive level and translate complex technical issues into business language
• Able to define objectives, prioritise, plan, allocate and monitor work, communicate plans and get commitment to their delivery.
• Demonstrably service, quality and customer focused
• Good influencing and negotiation skills, able to manage expectations
• Evidence of effective relationships and credibility with IT and business colleagues
• Evidence of commitment to maintaining and improving processes and standards
• Ability to work collaboratively but also act on own initiative
• Organisation and planning skills to manage own work within the constraints of team and project plans
• Demonstrates a commitment to continuous learning and development of technical and programming skills.

4. Role specific requirements e.g. Shift working

As a member of a panel, to provide out-of-hours support for IT incidents and produce a written report on identified causes and the actions taken to resolve the incident. (The terms of this scheme are documented separately.)
5. About the unit/department

INFORMATION TECHNOLOGY (IT) AT THE OPEN UNIVERSITY

The Higher Education sector in England is undergoing dramatic change as institutions adjust to serious reductions in state funding for teaching and students have to bear more of the cost of their education. As well as these cost drivers, the entry of more private providers to the sector and the increasing consumer power of high fee-paying students will put a premium on service delivery and cost efficiency. In turn, this will throw emphasis on the development of robust, efficient, enterprise-scale IT systems to increase efficiency and customer choice.

Information Technology provides and supports all central University IT services and is responsible for the institution's Technical Infrastructure. In addition to this service and support provision, IT develops systems to support the business requirements of the organisation.

The Open University is an employer committed to the ongoing development of staff both through its own award-winning distance teaching and industry standard training programmes. As an organisation it promotes a healthy work life balance with a generous leave allowance, a Christmas closure period and flexible working where appropriate. Free parking is available to staff.

6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application, please contact by email

If you have any questions regarding the application process, please contact Glyn Bailey on 01908 653285 or email IT-recruitment@open.ac.uk

7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>Midday 23 October 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>IT-Recruitment, Berrill Building, The Open University</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Mrs Lesley Weaving – IT Recruitment Administrator</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Information Technology</td>
</tr>
<tr>
<td>Address:</td>
<td>Walton Hall, Milton Keynes</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6AA</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:It-recruitment@open.ac.uk">It-recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
### 8. Selection process and date of interview

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>The interview panel will be chaired by:</td>
<td>Chris Wigglesworth</td>
</tr>
<tr>
<td>The other members of the interview panel will be:</td>
<td>David Crews</td>
</tr>
<tr>
<td></td>
<td>Keith Gordon</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>TBC</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>TBC</td>
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</tbody>
</table>

We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates. Applications received after the closing date will not be accepted.