

Network Operations Manager

University Information Services

Closing Date: 31 March 2025

Job Reference: VC44683



Network Operations Manager

Salary:

£62,098 - £65,814

Contract:

Permanent

Location:

Cambridge

Division:

Information Services

Responsible to:Infrastructure Operations
Manager (Networks)**Working Pattern:**

Full Time

Purpose of the role

The role is based in the central IT service department of the University and responsible for the effective delivery of IT services that enable the University to fulfil its academic mission. It provides technical leadership in key areas of specialism to ensure that core infrastructure services are able to keep pace with the ever-increasing demands of a fast moving department in a constantly innovating IT context.

Under the guidance of the Infrastructure Operations Manager (Networks), and working within a wider team, the role holder will support various network environments within the University including, but not limited to:

- The University's internet connection to its ISP, Janet.
- The University Data Network (UDN), the main backbone network.
- Various customer networks including those on the Managed Network Services (MNS) and those supplied under the Network Unification programme.
- The University Wireless Service (UWS).

- The Data Centre Network (DCN) located in multiple sites.

The role holder takes full responsibility, and management of the Network Operations team, to support and continuously improve University-wide network services and will be expected to work onsite around the University estate.

They will:

- Support and develop network monitoring and maintenance systems to ensure the day-to-day operation of all networks continues seamlessly.
- React to network outages quickly and efficiently, participating in onsite remediation where required to restore network services, liaising with customers and colleagues to maintain good lines of communication.
- Respond to incidents raised by customers and act as second / third line support for tickets escalated to the network team by the Service Desk. They will troubleshoot and resolve issues where possible and further escalate to technical network specialists where necessary.
- Implement standard service customer requests, such as the creation of new logical networks or updates to the University DNS that cannot be delegated to local IT officers.
- Manage delivery of multiple projects, co-ordinating between the wider team and other stakeholders both inside and outside UIS and the University, to carry out equipment upgrades, ensuring devices are on secure firmware, and replacement programs, to refresh old hardware.
- Ensure support documentation and processes are adhered to, updated, and disseminated throughout the wider team.
- Develop and nurture the team of Network Operations engineers embedded into onsite support teams, guiding and mentoring junior members of the team where necessary.



In addition, they will have design input into related systems to align these solutions to the pre-existing, well-founded Infrastructure. They will be expected to assist in the creation of the IT plan.

They will be expected to engage members of the University at all levels from the Registry and the ISC down to local departments in formulating approaches to deliver the IT plan.

Key responsibilities

The following responsibilities are based on the SFIA 9 (<https://sfia-online.org/en/sfia-9>) skills and competency framework.

Service level management [6]

- Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.
- Ensures that service level agreements are complete and cost-effective across the catalogue of available services. Ensures that operational methods, procedures, facilities and tools are established, reviewed and maintained. Prepares proposals to meet forecast changes in the levels or types of services.
- Reviews service delivery to ensure that agreed targets are met.
- Negotiates with relevant parties in respect of disruptions and major amendments to the provision of services.

Technology service management (6)

- Identifies and manages resources needed for budgeting, estimating, planning, developing and delivering a specified portfolio of technology services and systems.
- Engages with and influences stakeholders to ensure that services are developed and managed to meet agreed service levels, security requirements and other quality standards. Plans and manages the implementation of processes and procedures, tools and techniques for monitoring and managing the performance of technology services.
- Aligns the contribution of specified systems and services to clearly stated organisational and financial goals and performance targets.

Recommends options for sourcing — whether in-house, outsourced, or a combination.

- Monitors performance of delivery teams and takes corrective action where necessary and in line with policies.

Availability management [6]

- Sets policy and develops strategies, plans and processes to ensure services deliver agreed levels of availability.
- Develops and implements new availability tools and techniques.

Project Management [6]

- Takes full responsibility for the definition, documentation and successful completion of complex projects.
- Adopts and adapts project management methods and tools. Ensures that effective project monitoring and control processes, change control, risk management and quality processes are employed and maintained.
- Monitors and controls resources, revenue and capital expenditures against the project budget.
- Manages the expectations of key project stakeholders.

Learning and development management [6]

- Determines the learning and development programme and delivery mechanisms needed to grow staff skills in line with business needs.
- Identifies appropriate accreditation and qualification paths applicable to individuals within the organisation.
- Evaluates learning outcomes.
- Manages the development and provision of all learning, taking account of the strategic aims of the employing organisation.

Systems integration and build [6]

- Leads the development of organisational systems integration and build capabilities including automation and continuous integration.
- Develops organisational policies, standards, and guidelines for systems integration and build.
- Provides resources to ensure systems integration and build can operate effectively and ensures adoption and adherence to policies and standards.
- Contributes to the development of organisational policies, standards, and guidelines for systems integration.



Key responsibilities cont'd**Configuration management [6]**

- Develops configuration management strategies, policies, standards, and guidelines.
- Champions the importance and value of configuration management and develops new methods and organisational capabilities (including automation) for configuration management.
- Provides resources to drive adoption of, and adherence to, policies and standards.
- Measures and monitors adherence to standards and ensures consistent execution of the process across the organisation.

Customer Service Support [6]

- Influences the strategic direction and takes responsibility for the full range of customer service functions.
- Defines service channels, service levels, standards and the monitoring process for customer service or service desk staff. Champions the service culture required to deliver organisational outcomes.
- Leads the development and implementation of organisational frameworks for complaints, service standards and operational agreements.

Incident Management [5]

- Develops, maintains and tests incident management procedures in agreement with service owners.
- Investigates escalated, non-routine and high-impact incidents to responsible service owners and seeks resolution.
- Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed.
- Analyses causes of incidents, and informs service owners to minimise probability of recurrence, and contributes to service improvement. Analyses metrics and reports on the performance of the incident management process.

Network support [5]

- Drafts and maintains procedures and documentation for network support and operation.
- Makes a significant contribution to the investigation, diagnosis and resolution of network problems.
- Ensures that all requests for support are dealt with according to set standards and procedures.

IT infrastructure [5]

- Provides technical leadership to optimise the performance of IT infrastructure.
- Investigates and manages the adoption of tools, techniques and processes (including automation) for the management of systems and services.

- Oversees the planning, installation, maintenance and acceptance of new and updated infrastructure components and infrastructure-based services. Aligns to service expectations, security requirements and other quality standards.
- Ensures that operational procedures and documentation are fit for purpose and kept up to date. Ensures that operational issues are identified, recorded, monitored and resolved. Provides appropriate status and other reports to specialists, users and managers.

Performance management [5]

- Forms, maintains and leads workgroups and individuals to achieve organisational objectives.
- Determines and delegates objectives and task responsibilities to individuals or teams — including people management responsibilities as appropriate. Sets the quality, performance and capability targets in line with organisational goals. Monitors performance and working relationships and provides effective feedback to address individual issues.
- Encourages individual development of skills and capabilities in line with team and personal goals. Facilitates the development of individuals by adjusting workload, targets, and team capacity.
- Plays an active role in formal organisational processes such recruitment, reward, promotion and disciplinary procedures.
- Takes an active role in the wider team, inducts and mentors new staff as required, supports colleagues with their workloads as necessary, shares knowledge and provides guidance, provides cover during periods of absence, contributes to the design of processes, and seeks new ways of working to continuously improve and simplify productivity.

Problem management (5)

- Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.
- Ensures that such problems are fully documented within the relevant reporting systems.
- Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures.
- Analyses patterns and trends and improves problem management processes.

Consultancy (5)

- Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution.
- Identifies, evaluates and recommends options.
- Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs and implements solutions if required.
- Enhances the capabilities and effectiveness of clients, by ensuring that proposed solutions are fully understood and appropriately exploited.

Person Specification

Criteria	Essential	Desirable
Experience		
Demonstrable recent evidence of managing technical teams for quality results in IT Operation.	✓	
Evidence of effectively sharing technical knowledge and skills to train and develop colleague abilities both inside and outside the team.	✓	
Demonstrable track record of developing IT Operations policy, strategy and practise.	✓	
Skills		
Expert knowledge of the following IT domains: <ul style="list-style-type: none"> IT Infrastructure: Deep expertise in networks that support client device environments, or networks that service server environments. Network Monitoring and Network Administration: Highly proficient in practical techniques and technologies that support the effective operation of networks and their related infrastructure. 	✓	
Effective project management and organisational skills.		✓
Able to communicate effectively orally and in writing with strong ability to build relationships at all levels of the organisation.	✓	
Ability to develop and maintain their own knowledge in their field.	✓	
Qualifications		
IT related Degree/postgraduate level education/ level 7 vocational qualification, industry recognised certification or equivalent experience.	✓	
Additional requirements		
Values diversity and difference and encourages others to do the same. Operates with integrity and openness.	✓	

Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement.

Full definitions are at: <https://www.hr.admin.cam.ac.uk/policies-procedures/behavioural-attributes>

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Attribute	Level
Valuing Diversity	A
Achieving Results	A
Communication	B
Innovation and Change	B
Negotiating and Influencing	B
People Development	B
Relationship Building	A
Strategic Focus	B

University Information Services



The UIS provides the digital infrastructure at the heart of the University's world-leading education and research.

For example, our high performance computing team has developed the UK's fastest academic computer and is supporting groundbreaking medical, engineering and astronomy research. Our networks team runs Europe's biggest privately owned ultra-high speed fibre optic network, connecting researchers, students and other organisations across Cambridge and beyond. And, the University's finance, HR and student administration rely on our business systems.

The University also has a bold ambition to use digitalisation to transform education and research. The UIS's team of developers, designers, testers, analysts and support staff is leading this exciting work. Our work ensures Cambridge continues to be one of the world's top universities.

The University of Cambridge consists of over 100 institutions (Departments, Faculties and Schools) and employs around 12,000 staff. The Director of Information Services leads a University Information Services function which positively adds value to the University. For the delivery of a world – class computing service for all of the relevant stakeholder communities.

As a customer focussed organisation the purpose of UIS is to provide business information services that underpin the critical management processes used across the collegiate University in research, teaching and administration.

The UIS works strategically with Schools, Faculties, Departments, Colleges and other institutions, in planning and delivering the future information service requirements of the University, progressively improving business processes, capabilities and information solutions that meet business needs.

Terms of Appointment

Tenure and probation

The appointment will be made on a permanent basis and will be subject to satisfactory completion of a 9 month probationary period.

Hours of Work and Working Pattern

The appointment is full- time.

There are no formal conditions relating to hours and times of work but you are expected to work such hours and days as are reasonably necessary for the proper performance of your duties. Your times of work should be agreed between you and your line manager.

Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a defined benefits pension scheme. If you are already a member of the NHS Pension scheme, you may be eligible to continue in the scheme and should contact the Pensions section of the University. For further information please visit: www.pensions.admin.cam.ac.uk/.

Annual leave

Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays

General information

Pre-employment checks Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References - offers of appointment will be subject to the receipt of satisfactory references.

Equality and Diversity

We particularly encourage women and /or candidates from a Black, Asian and Minority Ethnic background to apply for this vacancy as they are currently under-represented at this level within our University.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position.

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About Us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



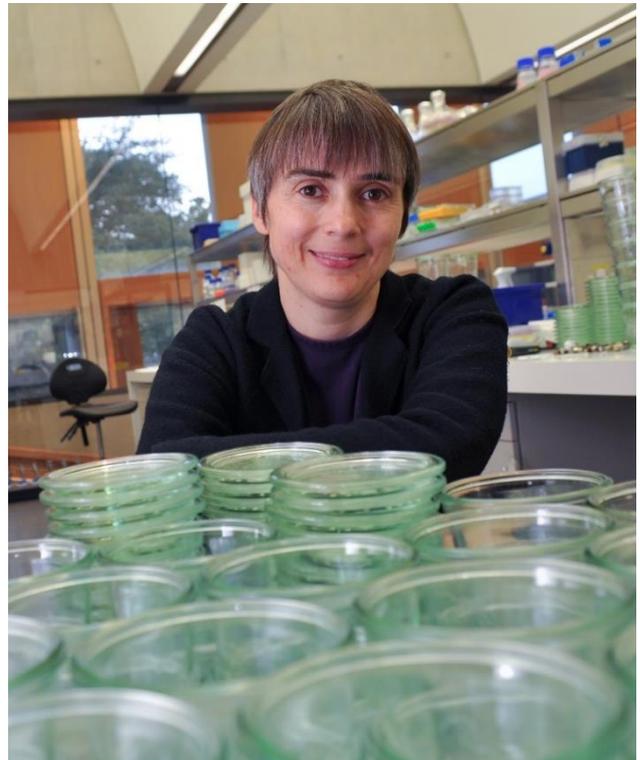
Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter aware, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances At the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45-minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/relocation>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme for academic and academic-related staff](#), with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.



CAMbens employee benefits

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses and a CAMbens Cycle to Work salary sacrifice scheme is also available, which enables employees to save money on transport costs. A 10% discount rate on the [purchase of train season tickets, bulk buy tickets](#) and an interest free travel to work loan are also available for staff of the University.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: <https://www.opda.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the [Cambridge Science Festival](#) and [Cambridge Festival of Ideas](#), as well as [Open Cambridge](#) weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:

Bob Franklin, Infrastructure Operations Manager (Networks)

Email: rcf34@cam.ac.uk

If you have any queries regarding the application process please contact adminoffice@uis.cam.ac.uk, quoting vacancy reference **VC44683**

The closing date for applications is: 31 March 2025