

## Dev Ops Senior Identity Engineer – Learning and Information Services – Grade H

---

### Job Description

#### **Purpose**

This role is a critical member of the IT Services Team and supporting the IT Leadership team. This specific role will supervise the Dev Ops Identity Engineers, whose primary responsibility is for the management and maintenance of the university's identity and access management systems.

The teams ensure the University's user facing IT services continue to perform to the required levels of service, availability, security and flexibility, in support of the University's core business.

Responsible for contributing to the University's user facing IT services in order to deliver a modern, frictionless, secure and intuitive user experience.

Foster a positive partnership with the Dev Ops team members ensuring all aspects of the end user experience are effectively owned, managed and delivered to provide a 'joined-up, one team dev ops' service to our customers.

Working in close collaboration with the wider IT leads, provide management and mentorship around all aspects of the University's Automation Management platforms, delivering a series of programmes and projects to ensure that systems are future proofed, applying appropriate governance, procurement and service management procedures, whilst maintaining regulatory, legal and professional standards.

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.

#### **Duties**

1. Provides a positive, supportive, technical expert point of contact for the DevOps Identity engineers and wider team. Thus, contributing to a skilled, highly performing team to deliver effective and efficient services, utilising modern processes to enable continuous performance improvement. Work collaboratively with team members to support their career progression, nurture their development and to help them realise their potential.
2. Aide the development of the university's identity technology vision and roadmap in collaboration with relevant stakeholders.
3. Manage strategic workload, and resources across all ITSM streams of work. Executing the delivery of complex, high-value projects related to IT Services & Operations.
4. Aide the Design, Implementation and support of identity federation and single sign-on (SSO) solutions to deliver key platforms and services to the University and its

stakeholders in line with regulations and standards such as ISO 27001, ISO 22301, PCI DSS, GDPR, NIST 800-53.

- a) This includes all applications, hosted services, and automated tools to access both on-premises and cloud resources.
5. Technical expert for the Delivery, Administration and Support of appropriate Identity platforms for all stakeholders of the University's services
6. Continuously enhance the leading technology offering from the University to all its stakeholders by identifying and evaluating technology or productivity solutions.
7. Ensure mobile device management (MDM) and bring your own device (BYOD) facilities are developed and delivered from a user experience, sustainability and also a security perspective, and that the security of IT systems is embedded by the team at all levels. The investigation of unauthorised access and compliance with relevant legislation. Liaise with the IT Security team as required.
8. Deliver and maintain appropriate monitoring and alerting solutions for the University across all identity platforms and services.
9. 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.
10. Cooperate with colleagues across LIS to ensure knowledge, skills and resources are shared across the teams in support of strategic priorities, serving as a subject matter expert. With particular reference to Dev Ops principles such as Identity.
11. 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.
12. Aide the response to external FOI requests, audits, cyber certifications such as Cyber Essentials Plus, ISO 27001 and other similar requests.
13. Lead and contribute to stand-ups, team meetings and other relevant forums as and where required.
14. Demonstrate flexibility and commitment to the University strategic and development plans.
15. 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.
16. 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.
17. 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 Technical role representing technical leadership in a comparable scale organisation, creating high level plans and leading a diverse multi-disciplinary team (Application/Interview).
- Experience of developing and managing meaningful success measures aligned to institutional metrics or targets (Application/Interview).
- Experience of dealing with demanding customers (both internal and third parties (strategic partners)), to deliver services whilst demonstrating and embedding a culture of service within teams (Application/Interview).
- Relevant business or systems-based degree or equivalent work experience (Application).
- Strong positive leadership capability, with ability to mentor and develop others, and influence change within organisations (Application/Interview).
- Expert knowledge of Azure and Microsoft 365 technologies, technical and service processes and an ability to develop functional areas to implement these across a diverse technology base (Application/Interview).
- Strong Identity knowledge and working experience in systems such as Microsoft Active Directory and Entra together with practical experience of SAML and OAUTH 2.0 (Application/Interview).
- Excellent communication and collaboration skills – verbal and written – with the ability to talk to, present and engage colleagues and stakeholders at all levels of an organisation with varying technical experience and capabilities (Application/Interview).
- Experience of managing the building and maintenance of IT systems to underpin client and application delivery in a similar large complex multi-faceted organisation (Application/Interview).
- Ability to manage and influence discussions and workshops for example around design, technology and development standards (Application/Interview).
- Strong problem-solving skills, with the ability to gather and analyse information, think ahead, anticipate risks, and develop effective solutions (Application/Interview).
- Ability to remain calm and perform effectively under pressure, both independently and within a team environment (Application/Interview).
- Excellent people skills built on a combination of great listening, empathy, insight and intellect (Application/Interview).
- A passion for technology and digital solutions, combined with a positive approach to change, operational service delivery, and meeting business priorities, deadlines, and client needs (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 a senior technical leadership capacity 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 and or other relevant qualifications such as a recognised ITIL qualification/ recognised Project Management and Agile process qualifications or 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).