

University College London

Job Description

Role title	Head of Research Data and Network Services
Department/section	Research IT Service Department, Information Services Division
Base location:	UCL Bloomsbury Campus, London
Grade:	9
Reporting to:	Director Research IT Services
Works closely with	<ul style="list-style-type: none">• Chair of the Research IT Platform Planning Group• Director Research IT Services• Head of Datacentre Services• Head of Network Services• Vice Provost of Research• Faculty Research Facilitators• Head of Research Computing and Facilitating Services• Service Business owners for the Research Data and Network Services suite of products• UCL Research Boards• Customer Relations• Director of Technology Services
Date updated:	May 2011

Working context

The Information Services Division (ISD), comprising 200 staff, exists to support and enhance learning, teaching, research and associated administrative processes at UCL, and to contribute to the development of UCL policy in these areas.

ISD provides a wide range of information and technology related services to the University these are divided between three main areas of activity:

- i) shared services groups
- ii) customer facing groups and, finally,
- iii) two groups focussed on delivering world class IT support for Research and for Teaching & Learning.

Within the shared service groups like Technology Services, Applications Services and IT Change and Project Delivery Services. Technology Services provides infrastructure and other technology services such as data centres, networks, server and virtualisation support plus the common IT service desk. Application Services provide application support and enhancement services including database administration. IT Change and Project Delivery Services owns the

project delivery methodology and is responsible for delivering the major projects, change and testing services across ISD. Centralised administration and communication services are also part of IT Change and Project Delivery Services.

There are four customer facing groups structured around the three academic schools and also the support services. Support Services encompasses the administrative departments, such as Finance and HR, as well as the Library. Each customer facing group is responsible for ensuring that existing services are delivered effectively into the customer areas and for working with customers to ensure future needs are understood and handled within the IT roadmap for the area.

Research and Teaching & Learning are the two key missions of UCL it must excel in these two areas in order to succeed and maintain its premier position. The two ISD groups supporting these areas are tasked with providing world class IT enablement to these two key activities.

Overview

Following a review of the IS Division with UCL a new Department, Research IT Services, was created to focus solely on IT services to UCL Researchers, The aim of the department is to provide world class IT to enhance Research across the entire breadth of UCL's research activities.

The Department's key aims are:

- Enabling world class Research through the provision of IT.
- Attracting world class permanent, contract and student researchers.
- Retain and grow existing world class researchers and student researchers, helping them grow their international profile.
- Optimising the institutional presentation of UCL's Research outputs and societal impact.
- Increasing, driving and broadening participation across all fields in computational research, research collaboration and the collaborative use and exploitation of research data.

A new Group and Service within this department will be the Research Data and Network Service Group. This group will create a new major service within UCL to service the data storage and data management needs of the Research community. The group will create a central, collaborative repository for all of UCL's Research Data. The new group will then, within the Research IT Services Department, provide world class Research Data platform services and network services. In addition the group will develop and manage a series of Research Data support services including Data management, Data Analysis, Data training, and data exploitation to aid UCL Researchers in their data needs and help facilitate collaborative and cross disciplinary data use and reuse.

The foundation project of this new Group within UCL will be the UCL Research Data project, a multiyear project with funding in excess of £2,000,000. UCL Research Data is an internally funded UCL project that plans to deliver centrally managed data services in two main phases. The first phase addresses urgent storage needs for UCL Research departments including cross-disciplinary research activities undertaken by groups located within the University and in partner institutions; its focus is on permitting read/write access to high volume data sets while

additionally capturing sufficient metadata to ensure appropriate retention and visibility policies can be applied. The second phase will provide long term archival services, enhanced metadata capture, exploitation and publication services. Some of the project's key goals are to enhance the use, ease of access and ease of use of UCL's Research data by both national and international researchers and by the public, while optimising the institutional presentation of UCL's Research outputs and societal impact.

We are seeking a highly qualified candidate to run this project, form the new service within UCL and then build and operate the new permanent group that will operate the Research Data Platform and Data Support Services for the UCL Research community.

Job purpose

The purpose of Head of Research Data and Network Services role is to:

- Provide Service ownership (as assigned to the role) and Service Operational Management (as assigned to the role) across the Research Data and Network Services suite. Own and manage the services and be responsible for ensuring that these services are meeting the current operational and SLAs set for the Services, the customer's current needs and expectations well as the customer's future needs.
- Ensure and protect UCL's Research data assets.
- Enhance the exploitation of UCL's Research Data.
- Enhance collaboration and cross functional data use both within the UCL research community and between UCL and the international Research community. Enabling and supporting the UCL Grand challenges, Frontiers of Science, cross disciplinary research and collaborative research.
- Provision of a world class Research Data Platform Service.
- Provision of a world class research Data Support Services
- Service Ownership of world class Research Network services.
- Measure, provide and drive cost effective Research storage
- Drive per TB storage cost down and provide efficient and green mass storage for the UCL research community.
- Working with the Director of Technology Services, driving the agenda of offsite and shared Research Data and Research Network services.
- Maintain a strong customer orientation. Anticipate Researchers needs in the area of Research Data and Research Networking and the institutional direction of travel. Aligning with the UCL Doctoral Training centres and School Research Boards.
- Increasing, driving and broadening participation across all fields in: the collaborative use and exploitation of UCL's Research data; the use of UCL's Research Data platform and services and the use of UCL's Research Network Services.
- Driving the adoption and productive use of national and international Research Data Services and Research Network Services and facilities.
- Develop and maintain effective relationships with the UCL Research Data and Network service community and Research facilitator community at UCL and in particular with key

stakeholders within this community such as the Service Business Owners for the services within the Research Data and Network Services suite of products.

- Develop, foster and represent UCL within the National and International Research Data and Research Network community – including HE councils, Special interest groups, National and international bodies and organisations.
- Understand the totality of the Research Data and Network services needs of the Research community at UCL and to form this into a strategy roadmap for Research Data and Network Services.
- Based on an understanding of their needs, proactively propose and implement new technology, services or other IT related facilities in the area of Research Data and Network Services can further enable successful research.
- Establish the impact of the Research Data and Network services on research activities at UCL in an objective and, where possible, measurable manner.
- Identify and proactively propose how a broader selection of IT services and technologies can better support research activities at UCL, for instance through more effective data management services or better shared international research network services.
- Looking for and winning external grant income to further UCL’s Research Data and Network Services.
- Assignment per above, provide Service ownership for “Research Data and Network suite of services” – including, but not limited to:

Service Name [SN]	Sub-service [R]
[SN] UCL Research Data Platform	[R] Ingest [R] Data Management [R] Search [R] Retrieve [E] Exploit
[SN] UCL Research Data Support Services	[R] Training Services [R] Outreach Services [R] Education and Best Practice Services [R] Data Transfer Services [E] Advanced Data Analysis and Mining Services [R] Advanced Data Management Services [R] Data Archiving and Preservation (migration and conversation) Services [R] Data Capacity Management Services
[SN] Desktop Visualisation services	[R] Desktop Visualisation Services
[SN] Research Network Services	[R] Research Network data transfer services [R] Research Network Platform Services

- Assignment, per above, provide Service Operational Management for (including, but not limited to):

Service Name [SN]	Sub-service [R]
-------------------	-----------------

Service Name [SN]	Sub-service [R]
[SN] UCL Research Data Platform	[R] Ingest [R] Data Management [R] Search [R] Retrieve [E] Exploit
[SN] UCL Research Data Support Services	[R] Training Services [R] Outreach Services [R] Education and Best Practice Services [R] Data Transfer Services [E] Advanced Data Analysis and Mining Services [R] Advanced Data Management Services [R] Data Archiving and Preservation (migration and conversation) Services
[SN] Desktop Visualisation services	[R] Desktop Visualisation Services

Main accountabilities and tasks

The table below summarises the main tasks undertaken for this role.

Accountabilities	Key tasks	% time spent

Accountabilities	Key tasks	% time spent
<p>Service Owner for the Research Data and Network suite of services including The UCL Research Data Platform, The UCL Research Data Support Services, The Research Network service and desktop virtualisation.</p>	<ul style="list-style-type: none"> • Ownership of the overall services. • Creating the future strategy and roadmap for the services from the customer’s business needs and requirements. • Creation, approval and submission of bids for their services. • Approving enhancement and fix requests or feature changes to the Services itself or the Service wrap. Typically owns and prioritises the “Request for changes” list. (the list of Service improvements or changes for the Service) • Collects and approves changes in Service Policy (with ratification by the Service Business Owner for very significant changes in policy) • Often involved as a secondary approval of change requests prior to the change requests being submitted to the CAB. • Maintaining the Service customer satisfaction targets. • Usually the next point in the escalation chain after the Service Operations Manager on Service issues and complaints from customers. • Ownership and changes to the Business Service Catalogue (which then needs to be ratified by the Business Owner). • Chairing Service reviews and any user groups with customers. • Often acts as the Primary customer point of contact within the ISD for major questions, ideas or comments regarding the Service. • Responsible to make sure all aspects of the service exist, have an owner, and work together. • Responsible for forming a virtual team and for ensuring the virtual team works together. • Accountable for the definition and implementation (but not the subsequent operation) of every aspect of the service, whether it is a new service being introduced or a current service being changed. Responsible for ensuring there is a support structure in place; that the 1st and 2nd line have been adequately trained, informed and provided with any needed documentation; that a call flow exists to a trained and capable 3rd line and other resolver groups exists; that a Service Operational Manager has been assigned and trained. • Service Strategy and Service Definition (and the associated Request for changes "enhancement/fix requests") 	<p>25%</p>

Accountabilities	Key tasks	% time spent
Document owner for the Research Data and Network suite of Services	<p>As Service owner owns the following documents and items on behalf of the Services:</p> <ol style="list-style-type: none"> 1) The Business Service catalogue pages for the Service – and all of its content in including Service Definition, published SLAs, hours of services, escalation paths and Service scope. 2) Capital and recurrent bids for their services and service areas. 3) The content of the Service web pages 4) The Service wrap 5) The Service operational models and support structure designs 6) The HLDs (High Level Design) for the services. 7) The “request for changes” list for the services 	10%
Service Operations Manager for: UCL Research Data Platform and UCL Research Data Support services: including Training, Outreach, Education & Best Practice, Data transfer services, Advance Data analysis & mining, Advanced data management and data archiving & preservation. Desktop visualisation.	<ul style="list-style-type: none"> • Responsible for running and maintaining the service on a day to day basis. • Maintaining the stated Availability of the Service. • Maintaining the stated Response and Fix SLAs, DR SLAs, Performance related SLAs and Data retention and restoration SLAs of the service. (as set by the Service Owner and stated in the Business Service Catalogue page for the service) • First approver of all change requests made for the service prior to submission to the CAB. • Often the first point (or default point) of contact for Service and Operational escalations. • Often responsible for managing or monitoring the Resolver incident queue for the Service. • Responsible for leading Service restoration in the case of a Service failure (crash). • Ownership of the Technical Service Catalogue pages for their services (which then needs to be ratified by the Service Owner). • Often acts as a Primary internal technical point of contact within the ISD for major questions, ideas or comments regarding the Service from other ISD staff. • The default owner for any Problems escalated by Problem Management. • Capacity Management and Availability Management for the Service. • Often produces the HLD for the service. 	12%

Accountabilities	Key tasks	% time spent
Provision of effective, efficient and responsive Research Data Platform and Support Services, including capacity and obsolescence and decommissioning management.	<p>For the Services that this acts as SOM for:</p> <ul style="list-style-type: none"> • Provide high quality maintenance and support services for the applications within the Services • Deliver agreed levels of availability, performance, robustness and accuracy that meet customer expectations • Maintain good quality application support documentation. • Actively monitor the Service (including application) environment and implement proactive actions to maintain performance and avoid problems occurring • Provide 2nd (some elements in conjunction with Central Operational Services in Technology Services) and 3rd line support for the Services • Support the implementation and maintenance of effective ITIL processes including incident, problem, request, change, service management • Implement minor enhancements as requested by the Service Owner through change requests. • In conjunction with the Service Owner, implement and maintain effective ITIL capacity management processes. • Through collaboration with each Service Owner, determine forecasted growth on a 12 month rolling basis • Using current capacity utilisation and forecasted growth, develop a capacity augmentation plan aimed at maintaining application performance within the agreed service levels • Through collaboration with the Service Owner, develop a business case for the planned capacity augmentation and gain approval of this. Implement these plans. • Monitor the state of Service components including applications, databases, servers and other components, to identify where these are approaching obsolescence or due to other factors represent an unacceptable risk to the continued provision of the production service • In collaboration with the relevant Service Owner identify opportunities for the decommissioning of little used or no longer used Services or Service components • In collaboration with the relevant Service owner, assemble identified risk mitigations and decommissioning opportunities into an overall renewal and decommissioning roadmap. Through the Service Owners, win business support for the roadmap • Implement the agreed roadmap. 	10%

Accountabilities	Key tasks	% time spent
Effective IT supplier management	<ul style="list-style-type: none"> • As the SOM for assigned Services, effectively manage the suppliers and providers which underpin the Service • Ensure proper contract management disciplines are followed • Ensure the contract management approach drives effective supplier performance and encourages continuous supplier performance improvements. 	5%
Leadership and management of the team	<ul style="list-style-type: none"> • Provide leadership and line management to staff assigned to the Research Data and Network Services Group. • Consistent and effective performance management of staff including setting clear, specific and measurable objectives that are reviewed at least every six months. Objectives set for staff should clearly align with the overall ISD objectives and Research IT Services Departmental Goals and objectives. • Provide an effective development framework for staff. Ensure all staff have a training plan. Actively encourage the uptake of training agreed within the training plan. 	12%
Effective financial management	<ul style="list-style-type: none"> • Through the Director of Research IT Services, propose a budget which is in line with the University's financial goals, the overall ISD strategy and the objectives of Application Services • Own and manage the budget for the future bids for Research Application services and ensure budget targets are achieved • Provide good financial control and discipline. 	5%

Accountabilities	Key tasks	% time spent
Developing effective stakeholder and industry relationships	<ul style="list-style-type: none"> • Build strong relationships with the key stakeholders across the research application services community at UCL. Capitalise on these relationships to ensure the right IT services are provided and that any issues are resolved in an effective and timely manner • Develop a role as a trusted and respected advisor. • Identify key staff within the UCL ISD organisation and build relationships with them. • Represent Research IT Services on the key committees within the Research Data and Network Services area internally. • Helping to drive adoption of Research Data and Network services within UCL. • Build strong relationships with the national, international, industry and government communities, organisations and bodies pertaining to Research Data and Research Networks. • Be the ambassador for UCL in its interface with these communities. • Keep abreast of changes in policy, technology, best practices, methodologies and trends within the Research Data and Research Network communities outside of UCL. • Identifying and winning grants (direct and indirect) to help fund the Research Data and Network Services. 	12%
Measurement	<ul style="list-style-type: none"> • Monitor the utilisation of Research Data and Network Services and highlight to the relevant stakeholder groups and governance committees any need to increase capacity at the earliest opportunity. • Establish a way to objectively measure the impact of the already provided Research Data and Network services on research activities at UCL. • Measure the degree of Data reuse and cross disciplinary data usage. • Measure and drive the adoption of research data and network services and their effectiveness. • Measure customer satisfaction with the Research Data and Network Services. 	3%

Accountabilities	Key tasks	% time spent
Develop clear vision for the future of Research Data and Network Services at UCL	<ul style="list-style-type: none"> • Using an understanding about current and future research needs develop a clear vision and target for Research Data and Network Services over a 1, 3 and 5 year time frame. • Proactively bring forward ideas for new or emerging research data and network services technologies which may offer value to research at UCL and may form part of the future vision. • Based on knowledge of current provision and the established vision, develop a clear roadmap for new and updated Research Data and Network services over a 1, 3 and 5 year timeframe. • Establish a clear process for reviewing the vision and roadmap with key stakeholders periodically. • Through research and discussions with key research stakeholders, establish a clear understanding of current critical success factors and current trends 	6%

Key responsibilities

1. Delivery against the key responsibilities listed above
2. Effective discharge of responsibilities as Service Owner and Service Operational Manager for assigned Services
3. Lead and manage an overall team of Services owners and applications experts in the range 4 to 15 FTE
4. Manage a project portfolio and opex budget as assigned
5. Develop and implement plans to ensure the sustainable provision of assigned research data and network services over their expected life
6. Effectively plan the decommission and service lifecycle decommission as a means to drive standardisation but also managing on-going risks and costs as new applications and services are introduced
7. Play a full role as a member of the Research IT Services management team including proactive, supportive and constructive participation but also challenging where appropriate, whilst maintaining cabinet collective responsibility.

Knowledge, skills and experience

Essential

1. Experience as a Researcher and/or significant experience working with researchers.
2. Demonstrable and substantial knowledge and experience of strategy, process, services and technology in the area of research data and network services. Recognised within their current organisation and the wider academic, IT and research community for their expertise in these areas. They are sometimes sought out for advice and insight both within

-
- their current organisation and sometimes by practitioners in other organisations and companies.
3. Ability to develop and maintain their own knowledge at the forefront of current thinking in their field. Uses critical analysis to evaluate new developments in the field and is able to quickly determine the potential impact of such developments.
 4. Based upon their own contribution, a demonstrable track record of shaping policy, strategy and practice across Research Data and Network Services in their organisation.
 5. Intellectual capabilities required by the role. Graduate calibre with degree or equivalent.
 6. Experience directly managing an IT service.
 7. Strong experience in stakeholder management.
 8. Strong knowledge and experience of services and service –including Service Ownership or Service management experience working directly with a large a diverse customer base across a range of IT platform services.
 9. Strong experience and knowledge of Service Design, Service Definition and Service Strategy including requirements gathering and analysis, particularly relating to Design, Definition and Strategy of research data and network services.
 10. Can use critical analysis and judgement to evaluate new information and issues to determine the correct course of action.
 11. Demonstrable experience of managing IT teams either directly or as part of a virtual team.
 12. A solid understanding of the project delivery methodology used at UCL and the factors that are critical to success of technical change.
 13. An understanding of ITIL.
 14. Demonstrated ability to manage and make insightful decisions effectively with uncertain and incomplete information.
 15. Demonstrated ability to build relationships at different levels of the organisation. Capable of working with and earning the respect of senior customer stakeholders.
 16. Able to communicate effectively orally and in writing. Effective communicator who demonstrates energy, enthusiasm and passion in their communications. Demonstrated communication experience as part of Business Change management.
 17. Management competencies as outlined in UCL’s “Competency expectations of post holders with management responsibilities” - see <http://www.ucl.ac.uk/hr/competencies/index.php>

Desirable

1. Experience in Computer Science, Computer Engineering, Systems Analysis or a related field of study, especially within the field of IT Data management, Networking or Data Analysis.
2. Strong knowledge of National, international, Faculty and Field related Research Data metadata requirements and standards.
3. Strong experience working as a leader in a virtual team environment.
4. Deep understanding of ITIL and clear experience of ITIL in Service Design, Service Strategy and Service Definition as well as end user operational environments.
5. Strong strategic thinking and planning skills.
6. Experience of the UK and European Research grant process, Research funding councils and research funding

General working conditions

As duties and responsibilities change, the job description will be reviewed and amended in consultation with the postholder

The postholder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager or Head of Department/Division.

Special working conditions

None

Conditions of Service

The normal hours of work are 36.5 hours per week. However, this is a senior post and flexibility will be expected in response to varying workload. Occasional evening and weekend working may be required. Reasonable notice will be given and where properly authorised such work will be recompensed as stated in the terms and conditions. The annual leave entitlement is 27 days per year, plus 6 College closure days, plus public holidays.

Note: This job description reflects the present requirements of the post. As duties and responsibilities change the job description may be subject to amendment, in consultation with the post holder.