

**THE UNIVERSITY OF MANCHESTER**

**PARTICULARS OF APPOINTMENT**

**PROFESSIONAL SERVICES**

**DIRECTORATE OF IT SERVICES**

**CAMPUS TECHNOLOGY SERVICES**

**ENVIRONMENTS MANAGER**

**VACANCY REF: PSX-031201**

<b>Salary:</b>	Grade 7 £47,389 to £58,225 + market supplement of £6,775 per annum, depending on relevant experience
<b>Hours:</b>	Full Time
<b>Duration:</b>	Permanent
<b>Location:</b>	Oxford Road, Manchester

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**Enquiries about the vacancy, shortlisting and interviews:**

Please contact our IT Resource Management Team

Email: [it.resource@manchester.ac.uk](mailto:it.resource@manchester.ac.uk)

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**Overall Purpose of the Job**

Based within the Technology division, the Environments Manager will play a critical role in building and maintaining an environment management capability for IT Services. The Environments Manager will ensure a stable and efficient software development and testing process, helping to reduce downtime, improve security and enhance the overall software quality. The role will be responsible for overseeing, maintaining and optimising the various environments and infrastructure necessary for software development and testing processes. This role plays a crucial part in ensuring a stable and efficient development, testing and deployment pipeline. The post holder will also be responsible for evaluating the existing IT estate and management processes, as well as defining a roadmap of change. The Environments Manager will use this information to develop an environment management strategy for the University.

The Environments Manager will be a key member of the divisional leadership team, providing strategic direction for IT Services' environment management function, anticipating challenges, optimising environment performance and building the capability required to ensure the optimal delivery of the University's on-prem and cloud-based platforms.

## **Key Responsibilities, Accountabilities and Duties**

### Environment management strategy and design

- Defines and maintains the environment management strategy for the University's IT platforms and infrastructure needed for software development and testing. Sets priorities which balance desirable versus practical strategies for supporting development and testing activities.
- Takes responsibility for the design, procurement, development, installation, upgrading, operation, control and maintenance of the University's environments, as well as ensuring effective use of IT infrastructure components and monitors their performance.
- Influences design and development of new and changed environments to optimise operational efficiency. Contributes to definition of associated standards and techniques. Recommends operational and maintenance acceptance of new environments. Contributes to KPIs for environment acceptance and monitoring.
- Manages the deployment of operational processes, procedures and tools for effective continuous monitoring and management of environment performance against business/ financial goals and performance targets.
- Manages stakeholder relationships, both within IT Services and the wider University, with respect to development and testing environments for BAU and project activities. Plans, arranges and facilitates where appropriate meetings, workshops and relations with stakeholders through the planning, development, testing and deployment stages.

### Environments management and optimisation

- Collaborates with development, testing and operations teams to define and prioritise the requirements for different development and testing environments.
- Coordinates with development and testing teams to ensure the successful execution of release plans.
- Ensures consistency and reliability of environments across the software development lifecycle.
- Manages the infrastructure resources, including servers, virtual machines, cloud services, databases and networking components. Set ups and configures various development, testing, staging and production environments.
- Monitors and maintains the performance, scalability and availability of the infrastructure.
- Identifies and eliminates resource inefficiencies and bottlenecks in the environment to optimise performance and cost-effectiveness. Implements scaling strategies to accommodate variable workloads and peak usage periods.
- Responds to incidents and outages in a timely manner to minimise disruptions to development and testing activities. Ensures that operational incidents and problems are identified, recorded, monitored and resolved. Provides appropriate status and other reports to specialists, users and senior managers.
- Investigates and troubleshoots environment-related issues, working with cross-functional teams to find and implement solutions.
- Implements and maintains security measures to safeguard environments and data. Ensures environments comply with regulatory requirements and industry standards.

- Creates and maintains documentation for environment configurations, including infrastructure architecture, software versions, and dependencies.
- Develops and update runbooks and standard operating procedures for environment management.

**IT Services responsibilities, accountabilities and duties**

- You will be expected to demonstrate a commitment to the [IT Services Practice Charter](#) and the University’s [values](#). The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.  
<https://documents.manchester.ac.uk/display.aspx?DocID=58340>  
<https://www.manchester.ac.uk/discover/vision/>
- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

• **Person Specification**

<p><b>Experience/education/qualification background:</b></p>	<ul style="list-style-type: none"> <li>• Proven experience in environment management, infrastructure management or related roles</li> <li>• Experience with defining and implementation environment management strategies and capabilities</li> <li>• Extensive experience managing key stakeholder relationships between ITS colleagues, customers, suppliers and other third parties.</li> <li>• Strong organizational and project management abilities</li> <li>• Familiarity with infrastructure as code (IaC) tools like Terraform, Ansible, or CloudFormation</li> <li>• Knowledge of infrastructure platforms, such as VMWare or Solaris</li> <li>• Knowledge of cloud services such as AWS, Azure, or Google Cloud</li> <li>• Strong understanding of security best practices and compliance standards</li> <li>• Experience with DevOps and continuous integration/continuous deployment (CI/CD) practices is a plus</li> </ul> <p>Desirable qualifications: ITIL V4, relevant Azure or AWS certifications</p>
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Competency (Professional, technical or behavioural)	Level	Essential	Desirable
<b>Cloud/virtualisation:</b> The principles and application of cloud/ virtualisation (including ownership, responsibilities and security implications). Use of tools and systems to manage virtualised environments.	Proficient in	X	
<b>Operational/service architecture:</b> Knowledge of the IT/IS infrastructure and the IT applications and service processes used within own organisation, including those associated with sustainability and efficiency.	Proficient in	X	
<b>DevOps:</b> The collaborative approach consisting of agile practices, processes, and procedures designed to facilitate rapid IT service and product delivery. DevOps emphasizes people (and culture) and seeks to improve collaboration between development (Dev) and operations (Ops) teams with the aim of shortening the systems development life cycle to provide continuous release of high-quality software.	Proficient in	X	
<b>Service level agreements:</b> The purpose and composition of a service level agreement (SLA); the relationship between an SLA, an OLA (Operational Level Agreement) and an underpinning contract for the supply of services.	Proficient in	X	
<b>Project planning and control techniques:</b> Methods and techniques associated with planning and monitoring progress of projects.	Proficient in	X	
<b>Stakeholder engagement:</b> Establishing relationships, analysing perspectives and managing stakeholders from a variety of backgrounds and disciplines. Adapting stakeholder engagement style to meet the needs of different audiences. The identification of key business stakeholders and an assessment of their level of power and interests, and their perspectives to inform the way(s) in which they should be considered and managed.	Proficient in	X	
<b>Operations management:</b> Methods, techniques and tools for planning, organising, resourcing, directing, co-ordinating and monitoring ongoing (non-project) activities.	Familiar with	X	