

# TECHNICAL LEAD IT DISASTER RECOVERY & CONTINUITY

IT and Computing Services

ALC1628

**CANDIDATE BROCHURE**



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# WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

**For an informal discussion about the post please contact Steve Kirk via email [Stephen.P.Kirk@uea.ac.uk](mailto:Stephen.P.Kirk@uea.ac.uk).**

## UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



# THE ROLE

The Technical Lead IT Disaster Recovery & Continuity will support the architecture vision for the university covering all aspects of the enterprise and its technology for the benefit of the University. The role will provide support and advice to the Chief Information Officer, the University Executive Team and Senior Leadership Team and across the University. The role will be responsible to the Head of IT Disaster Recovery & Continuity.

The role holder will support the determining of an architecture road map for the university covering all aspects of the enterprise and its technology in their area of responsibility. Working with other (senior) Technical Leads and the Associate Director Enterprise Architecture as a virtual Architecture Team they will advise on options to support the design of solutions in line with the UEA defined Architecture and Security standards

Their role will be to review and understand the strategic objectives of the University, the technology architecture of the current IT estate, and from there develop and maintain a view of a target architecture. The role holder will work with stakeholders to develop, review and refine roadmaps towards that target and the shared technical understanding to develop out workable delivery steps to achieve end goals, encompassing the technology, assets, people, processes, strategies and other influencing factors to create and maintain a coherent overall vision.

The role holder will work collaboratively across a wide range of stakeholders outside IT and be capable of identifying and selecting appropriate software and hardware solutions, and work with a balance of pragmatism and ambition, whilst always adhering to agreed security standards and University strategy. Where necessary they will get involved with specific project deliveries during various stages of the life cycle, or during medium- to long-term portfolio

planning and shaping or introduce technical leadership to specific endeavours where required.

The role holder will have a broad range of technical experience with exposure to Enterprise and Solution Architecture; it will suit a technical 'generalist' able to work across all technologies with an expertise in their area of responsibility. The role holder will be adept at getting up to speed on new technologies with minimal support, and at building close and effective relationships with technology experts.

The role holder will lead the technical planning, execution, and assurance of IT Disaster Recovery activities. This includes mapping application and infrastructure dependencies, developing recovery sequences, coordinating ITDR tests, and maintaining CMDB attributes. The postholder supports SaaS risk assessments, integrates ITDR into change processes, and ensures recovery documentation is current and effective.

## KEY RESPONSIBILITIES

- Lead end-to-end mapping of applications, infrastructure, and business processes.
- Develop recovery sequences and technical recovery procedures aligned with failure modes.
- Coordinate and execute ITDR tests; track results and support remediation.
- Build and maintain CMDB attributes for ITDR, including test history and recovery scope.
- Conduct technical assessments of SaaS recovery capabilities and document risks.

## THE ROLE (CONTINUED)

- Ensure ITDR considerations are embedded in change and service introduction processes.
- Maintain recovery documentation and support continuous improvement.
- Support the development and maintenance long term strategic investment plans and monitor the cost of ownership and business value of the digital estate
- Line management and technical mentoring of Technical and Service Delivery teams as assigned
- Contribute to the cross-functional leadership of the technical leads across the university to:
  - Identify viable technical solutions
  - Support recommendations of the best fit to the business requirement
  - Support the specification and selection enterprise level solutions
  - Support the high-level design of the chosen solution with business and other technical leads
  - Ensure the high-level and low-level designs adhere to strategy, governance and standards and is secure and private by design and by default
- Engage across university departments and with executive leadership, ensuring alignment of IT initiatives with stakeholder expectations.
- Be part of a cohesive IT team capable of fulfilling the university's strategic objectives.
- Implement best practices and quality standards for IT processes, services, and user satisfaction, enabling continuous improvement.
- Contribute to the development of enterprise-wide architecture and processes to embed the strategic application of change in the management of the organisation.
- Ensure relevant technical strategies, policies, standards and practices (including security and cost management) are applied correctly.
- Contribute to the development of solution architectures in specific business, infrastructure or functional areas.
- Identify and evaluate alternative architectures and the trade-offs in cost, performance and scalability. Determines and documents architecturally significant decisions.
- Produce specifications of cloud-based or on-premises components, tiers and interfaces, for translation into detailed designs using selected services and products.
- Support projects or change initiatives through the preparation of technical plans and application of design principles. Aligns solutions with enterprise and solution architecture standards (including security).
- Determine requirements and specify effective business processes, through improvements in technology, information or data practices, organisation, roles, procedures and equipment.
- Continually develop knowledge and skills to provide the best service to the university.
- Manage supplier relationships that help to underpin key services, helping to ensure suppliers uphold service levels, and drive service improvement.
- Implement and maintain processes, procedures, tools and practices for monitoring and managing the performance of services.
- Applying system updates and patches and supporting major application upgrades.
- Promote, champion and drive the use of IT Infrastructure Library (ITIL) (BS15000, ISO20000) best practices across IT. This will include the responsibility for owning and developing some of the ITIL processes.
- Carries out risk management activities within their technical area or project.

## THE ROLE (CONTINUED)

- Identifies risks and vulnerabilities, assesses their impact and probability, helps develop mitigation strategies and reports to the business.
- In conjunction with the Security Team, ensure UEA's existing and new IT and related assets are protected from threat and that the business operations they provide are maintained in line with required service levels.
- Contributes to the IT threat assessment and security control reviews, UEA business risk assessments, and reviews that follow significant breaches of security controls.
- Identify issues or problems that may jeopardise project deadlines or compromise the outcome required and highlight these issues or concerns to Project Management or stakeholders.
- Lead on the creation and maintenance of documentation to support the architecture framework.
- Provide expert guidance and mentoring to members of the IT community where required.

All members of staff employed on Administrative Library and Computer Staff grades are senior members of staff and are expected to contribute to the development and implementation of policy and services.

The role holder will be expected to represent UEA at appropriate internal and external meetings.

## GENERAL

There may be a requirement to work outside normal hours, either to attend appointments/ meetings, to meet specific deadlines or to support critical incidents.

You will be expected to attend staff training sessions to refresh and update systems knowledge and the range of core skills required to undertake the role.

Comply with the Health & safety responsibilities associated with the role, in accordance with the UEA's Safety Services definitions.

Any other such duties as may be assigned by the Manager that are commensurate with the grade of the post.

# THE PERSON

## EDUCATION AND QUALIFICATIONS

- A related degree (or equivalent qualification) or equivalent experience (E)
- ISO 22301 qualification (or equivalent) (D)
- Relevant certifications (e.g., CBCP, ITIL, CISSP, or equivalent) (D)
- Membership of an appropriate professional organisation (D)

## PREVIOUS EXPERIENCE

- Experience working across a broad range of technologies, with good understanding of all aspects of IT and IT Disaster Recovery (e.g., applications, data, network, infrastructure, security, service management) (E)
- Good understanding of IT delivery with particular focus on shaping achievable goals and delivery methodologies (E)
- Experience of undertaking analysis and facilitating IT change (E)
- Significant experience working at an Enterprise level in a large complex organisation (D)
- Experience of building business cases or cost-benefit analysis with a view to driving investment in strategic technology initiatives (D)

## SKILLS AND KNOWLEDGE

- Experience of working in/with Disaster Recovery / Business Continuity teams and technologies (E)
- Good general knowledge and understanding of all aspects of technology, including current trends, evaluations, and analysis of different technical options and solutions (E)
- Demonstrable ability to understand and interpret complex processes and regulations and explain these to various stakeholders in an effective way (E)
- Familiarity with data protection legislation (e.g., GDPR) and its implications for DR planning (D)
- Knowledge of enterprise architecture methods such as TOGAF, SABSA or equivalent (D)
- Knowledge of Higher Education IT systems and architecture (D)

## PERSONAL ATTRIBUTES

- Excellent communication skills as well and the ability to relay complex technical issues to non-technical staff in an engaging way (E)
- Excellent interpersonal skills including facilitation, negotiation, conflict management and the ability to inspire (E)

- Excellent analytical and problem management skills (E)
- Excellent oral, written and interpersonal skills with ability to deal face-to-face, via telephone and email with individuals from a variety of backgrounds, culture and nationalities (E)
- Flexible approach to work, including occasional out of hours work (E)
- A can-do attitude to technology, able to quickly self-teach in new areas without support (E)

**Essential Requirements (E)** are those, without which, a candidate would not be able to do the job.

**Desirable Requirements (D)** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

# FURTHER INFORMATION

This full-time post is available on an indefinite basis.

Salary will be £38,784 to £46,049 per annum on Grade 7 on the single salary spine.

Relocation expenses are reimbursable under certain conditions.

**Place of Work** - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals. We have a hybrid-working policy which supports a mix of at home and on campus 'hybrid' working for many roles. For the majority of hybrid roles, the expectation is a minimum of 60% of working time will be spent physically present in the workplace.

The flexibility of the hybrid-working policy allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the Skilled Worker route if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact [staff.visacompliance@uea.ac.uk](mailto:staff.visacompliance@uea.ac.uk)

The post is superannuable under the Universities Superannuation Scheme and there is an annual holiday entitlement of 30 days plus statutory (8 days) and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable

adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email [staff.recruitment@uea.ac.uk](mailto:staff.recruitment@uea.ac.uk)

## HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk/>

The closing date for this role is 11:59pm on **Tuesday 31 March 2026**.

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process.

It is anticipated that interviews will take place on **Thursday 16 April 2026** and we will inform you of the outcome of your application prior to this date.

# ABOUT THE DIVISION

The scope of the Division covers all aspects for IT Provision for the Universities Faculties, Schools and Professional Services divisions. Services are provided to students and staff covering both educational and research activities.

The Division is headed by the Chief Information Officer, whose direct reports will include in the new Operating Model:

- Associate Director of Shared Services and Deputy CIO
- Associate Director of Security, Risk and Governance
- Associate Director of Enterprise Architecture
- Associate Director of Enterprise Business Systems

The division is undergoing significant change with the aim of building on solid foundations that have served the University well over the recent past to adapt and respond to the strategic direction of the University:

- Culture – our values (respect, collaboration, empowerment and ambition) are helping reshape our behaviours to create an environment where all thrive together.
- Evolving operating model covering people, processes and technology – this includes our business engagement, planning and delivery as well as IT Service Management.
- New technology – we are expanding our adoption of productivity and service management tools, both internally to ITCS and across the wider University in response to the emerging needs of higher education.
- Developing services that support underserved areas of the University

People and Leadership are at the centre of what we do. We are investing in our people, including new roles and a focus on personal and professional development. While we value excellent technical skills, we also recognise the important role that good leadership plays in what we aim to achieve. Engagement and communication play a very important part in enabling and facilitating our journey. Above all else, a focus on the outcomes for our students and staff are at the forefront of our thinking.

Further information on the IT and Computing Service is available at: [IT Information - University Information - About - UEA](#)





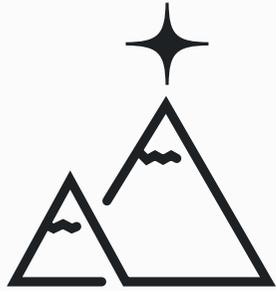
# OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT

## OUR VALUES (CONTINUED)



### AMBITION

**We are ambitious for our future success.**

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



### COLLABORATION

**We are collaborative in our approach.**

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



### EMPOWERMENT

**We empower ourselves and each other.**

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



### RESPECT

**We respect each other.**

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

# ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

**A vibrant place to study, learn and work, UEA is a very special place.**



# A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the 'three pillars' of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and 'eco' products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

## OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on X [@SustainableUEA](https://twitter.com/SustainableUEA)



# OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office) and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



# NORWICH

## A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930s parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



*If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.*

**STEPHEN FRY**



# LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

## BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

## BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

## BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

## Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

