

Infrastructure Services

Infrastructure Services is responsible for the hardware systems that enable IT applications to be delivered effectively and reliably to students, staff, researchers and others across and beyond campus. This includes servers and storage, research computing facilities, campus network, and telecoms.

The division provides end-user computer and application support, email provision and access management. It acts as a focal point for students, staff and researchers to get help and technical advice about applications and facilities provided by IT Services.

Infrastructure Services consists of the following teams:

- **Customer IT Support** - manages end-user computing support including professional services IT support, college IT support teams, desktop software support, and cluster development.
- **Facilities Management** - manages the University's hundreds of Windows and Unix servers hosted in energy efficient data centres. Provides enterprise systems support, business systems support, database management, storage and server virtualisation. Facilitates the University's research computing facility, BEAR.
- **Networks** - manages wired and wireless network services, links to the regional network including Janet and the internet, provides telecoms services, email provision, identity and access management.
- **Quality and Administration** - manages IT Service Desk, service management, and administrative support to enable staff, students and researchers carry out their day to day computer-based tasks and enhance the academic experience.

Key people

IT Services - Head of Infrastructure Services

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