

Job Description

Job Title: Disaster Recovery Manager

About SLC

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK.

Company Mission

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

Company Vision

Our vision is to be valued as a digital, customer-focused, centre of excellence.

Job Details

Overview of department:

ITS Operations is one of 5 core functions within SLC the others are Software Delivery, Architecture, Security and Service Delivery and Vendor Management. The role of the DR Manager will be cross departmental within the ITS Operation specifically with Server, (Wintel and Unix), Storage, Networks, Dbase and Mid Tier, Desktop and Service management.

Grade: Grade 4

Reporting to: Change and Release Manager

Budget Responsibility: N/A

Line Management Responsibility: N/A at this point.

Job Purpose:

- To ensure that the IT Disaster Recovery Plan and associated procedures and supporting documentation are maintained, tested and improved over time.
- Act as subject matter expert for the company, including during internal and external audits.
- Act as the bridge between ICT and the business for IT Disaster Recovery.
- Liaise closely with Corporate Risk to ensure that Business Continuity Management and IT Disaster Recovery dovetail and changes to the IT Disaster Recovery requirements of the business are identified.
- Assess, in conjunction with relevant colleagues, whether new or changed IT Disaster Recovery Requirements of the business can be met with existing solutions. Where the requirements cannot be met propose, in conjunction with relevant colleagues, costed options for consideration by senior management.
- Develop, in conjunction with ICT senior management, the annual test schedule to include technical recovery tests and tabletop exercises.
- Develop, facilitate and document IT Disaster Recovery tests to cover IT systems and services, company network, infrastructure, electronic information, company offices and business

continuity venues in line with the annual test schedule and involving business representatives whenever possible.

- Maintain and improve the IT Disaster Recovery Plan over time.
- Ensure that all IT Disaster Recovery documentation is reviewed at least annually and revised as appropriate.
- Ensure that ICT colleagues remain aware over time of the IT Disaster Recovery Plan and in particular the role they would play in the Plan should it be invoked.
- Maintain the ICT Risk Register in relation to threats to the continuity of IT systems and services.

Assess the implications for IT Disaster Recovery of the following, taking or coordinating actions to address as appropriate: -

- Technology changes, including hardware, software, operating systems, networks and infrastructure components
- Application system changes
- Changes to the information backup regime
- Learning obtained from actual major incidents and near misses
- Changes to the threat landscape.
- Business Continuity

Key responsibilities:

- Maintaining and improving ICT Disaster Recovery Plan and all related documentation.
- Testing of ICT Disaster Recovery Plan/s
- Testing of ICT Disaster Recovery procedures based on agreed schedule.
- Maintaining continuity risks in ICT Risk Register.
- Ensuring subject matter awareness of colleagues as appropriate to their roles.
- Development of IT Disaster Recovery plans and associated procedures.
- Development and facilitation of ICT Disaster Recovery tests.

Knowledge, Skills and Experience:

- Demonstrable experience in a BC&DR role.
- Membership of BCI or DRII or a Certified Business Continuity Professional (CBCP).
- Excellent communication and facilitation skills
- Highly organised /Methodical.
- Able to work on own initiative.
- Comfortable working with senior management across the business with the ability to influence others.
- Able to present technical concepts to a non-technical audience.
- Prepared to work extended hours and travel to other sites/regions as required
- ITIL qualification.
- Previous experience of IT risk assessment.
- Previous business analyst experience