Falmouth Exeter Plus

JOB DESCRIPTION

Job Title: Infrastructure Centre Manager

Grade: S

Responsible to: Director of IT Services

Responsible for: IT Infrastructure Team

Job Purpose:
To be a member of the senior IT Services Management team, and expand the delivery capabilities of Falmouth Exeter Plus and its partner organisations. The applicant will need to be bright, imaginative, and capable technologist with good communication and customer engagement skills who can develop and enhance existing business process by applying technical solutions.

To lead the team responsible for the operational effectiveness of the organisations IT Services infrastructure to ensure the highest levels of system availability.

Main Duties and Responsibilities

Operational

Ensure the server, compute, storage, network, telephony and backup estate is maintained and developed to the required level. Activities will comprise both project driven and "business as usual" engineering.

In collaboration with stakeholder groups, manage the delivery of appropriate services to the organization and its partners in line with agreed service level targets.

Develop systems monitoring, alerting and responses. Lead the capacity planning to ensure the IT Services estate is fit for purpose. Provide management information on the performance of the IT Services.

Develop and lead the continuous improvement programme for the organisations IT Services Infrastructure.

Develop and maintain a solid understanding of the relevant organisational, third party and security requirements, their standards and future direction.

Management
In collaboration with the Head of Technology & Innovation, prioritise multiple and conflicting work streams and own the resource planning schedule for the Infrastructure team.

To ensure the Infrastructure team as a whole, and the individuals that comprise the team, understand their priorities, objectives, and timescales.

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To provide technical leadership. To include:
- Management of technical service providers: ranging from network service providers, through to project management providers that will be assisting with those projects being led by this post holder;
- Management of equipment and product providers;
- Liaison with suppliers concerning the resolution of reported faults, the implementation of vendor updates and products and to advise IT Services of vendor roadmaps;
- Technical mentoring and guidance of junior engineers;

To manage the day-to-day work of the team and carry out performance reviews and appraisals for the team members.

To assist or manage the recovery of IT Services in the event of major incidents.

To provide risk assessments as required.

To take pro-active measures to ensure health and safety rules/guidelines are adhered to within the Infrastructure team.

To provide management information on the performance of the Infrastructure team.

Planning
Formulate short, medium and long-term operational plans and development roadmaps for the Infrastructure team. Advise IT Services on the relevance and suitability of emerging technical and operational standards.

Participate in the formulation of strategic plans for Facilities and datacentre services, their development roadmaps and in the determination of levels and quality of service to be achieved.

Determine the needs of the stakeholders in all areas of the organization and its partners and to determine how best to deploy products in the specialist area to meet the user needs.

To participate in the planning, design, commissioning and ongoing operation of infrastructure products and systems. To adapt/develop new solutions, innovating with solutions as needed.

Internal & External Relationships:
The post holder will be expected to undertake the duties as part of an integrated team and will be expected to adopt priorities and engage in activities, which promote the effective working of the whole team.

The post holder will be expected to liaise with relevant members of the organization and its partners, suppliers as appropriate and with colleagues in other institutions and related organisations.

It is expected that the duties will be performed in the light of the relevant activities in Higher Education generally. The post holder will be expected to be

aware of the activities and initiatives being formulated nationally within the relevant specialist area and will be expected to take part in such activities should they be relevant to and of benefit to the work being undertaken locally.

There may be a requirement to work varying core hours, or on occasion to work outside normal hours, to ensure that service commitments are met.

To maintain the relevant level of professional expertise and qualifications to discharge the duties of a Senior Infrastructure Engineer.

General duties and responsibilities

To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

To participate in the Annual Performance Development Review Process.

To actively support equality and diversity policies of Falmouth Exeter Plus.

To attend training courses as identified and agreed for appropriate development.

Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION
Post Title: Infrastructure Centre Manager

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	A degree level education or equivalent demonstrable relevant experience. A condition of employment for this role is the willingness to undergo, achieve and maintain security clearance as required.	
Experience / Knowledge	Experience of a lead role in the support of enterprise wide IT Services. Significant experience of working in a 3rd line support environment. Demonstrable experience of the lifecycle management of an enterprise wide service (from acceptance of the design, to implementation, through operational running and eventual decommissioning). Knowledge and experience of Project Management, and the operational integration with Project Managers and their project teams. Experience of leading staff and delivering strong team performance. Ability to project capacity requirements for systems, to forecast shortfalls and to make appropriate recommendations to rectify capacity issues.	Technical background Knowledge of ITIL Recent and relevant knowledge of enterprise security issues.
Skills / Personal Requirements	Ability to communicate effectively with people at all levels of the organisation and with different levels of understanding. Strong fault diagnosis and troubleshooting skills with logical and pragmatic thought	

	processes. Methodical, calm and clear-thinker with the drive to proactively follow problems through to resolution. Ability to clearly identify and understand customer needs and service implications. Confidence to challenge existing work practices; to produce options and proposals; to strive to make improvements; participate in or lead constructive technical discussions. Able to work as part of systems engineering team, and to collaborate effectively with other technical specialists. A collaborative and supportive approach to working and dealing with other IT Services teams. Ability to thoroughly document all outputs; to review and improve existing documentation. Eagerness to research current market place and keep up to date with developments. The post-holder will be required to occasionally work outside normal office hours	