

Post Specification

Post Specification - Key Information

- **Post Title: ICT Infrastructure Manager**
- **Post Group Number: 8677**
- **Job Family: Regulatory and Technical**
- **Job Family Role Profile: RT16**
- **Final Grade: Grade 16**

To be read in conjunction with the job family role profile.

Service Area Description

This role will be part of the Westmorland & Furness ICT Service, Enabler Services Directorate.

Purpose of this Post

- The purpose of the Infrastructure Manager is planning, organising, monitoring and controlling all operational aspects of the ICT Infrastructure and associated systems whether on premise or cloud based
- Supporting the ICT Service Manager – Service Operations with technical advice, service planning and other related issues.
- Working within the ICT team to deliver the best experience for the end-user.

Key Job Specific Accountabilities

- Responsible for ensuring production of performance management reporting information in relation to service area and contribute to SLA setting.
- Leading on Business Continuity and Disaster Recovery, including creation, implementation and testing of relevant plans
- Lead, manage and deliver cross functional improvement Programmes and Projects including the management of a number of projects concurrently.
- Lead on ensuring effective patch management of all infrastructure provision
- Contributes to the development of an enterprise architecture to underpin delivery of council requirements
- Responsible for providing 3rd line technical support and mentoring to the Infrastructure Team and 1st and 2nd line support staff as required.
- Responsible for coordinating day to day communications with the relevant third-party infrastructure and networks suppliers
- Lead on Capacity Management, ensuring sufficient capacity is available to support end user needs in the most cost effective and timely manner
- Lead on Availability Management for infrastructure components including data centres, cloud environments and all networking infrastructure ensuring that they are highly available (in line with SLAs and user need)
- Recommend and implement ICT Improvements within a management environment.
- Contribute to ICT service planning by establishing business needs and proposing ICT solutions.

- Control resources to deliver projects to successful outcomes, ensure knowledge capture and disseminate information, guarantee service delivery targets are met and ensure continuous service improvement (both within and across service areas)
- Responsible for ensuring Change Management processes are followed for all infrastructure components
- Propose and develop appropriate ICT policies and review / update these policies and documentation
- Organise and co-ordinate the work of groups of specialised employees including service leads and externally contracted staff.
- Review project / programme resourcing levels to ensure a cost-effective efficient team.
- Act as key member of the Technical Design Authority and, through this group, ensure the integrity, availability and suitability of our ICT infrastructure at all times
- As needed. determines and recommends which products or services best fit the customers' needs and assists in the delivery of these products or services
- Assessing compliance with Council policies and regulatory frameworks, and enforcing/assuring their application.
- Ensure service delivery targets are met and ensure continuous service improvement (both within and across service areas).
- Compiling accurate reports/accounts of work undertaken, issues and problems identified and their impacts on work programmes and Council initiatives.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** n/a
- **Staff Management Responsibilities:** Assist colleagues and clients, explain complicated technical information and procedures to team members, colleagues and end users
- **Other:** High responsibility for ICT Assets

Essential Criteria

- **Qualifications:** Honours Degree or demonstrable relevant competence
- **Knowledge:**
 - Knowledge and good understanding of ITIL processes
 - Knowledge and experience of managing data centre and cloud technologies, servers and operating systems (particularly Microsoft), platforms and infrastructure components such as firewalls, TCP/IP, VPN
 - Theoretical and practical knowledge of the effective application of ICT in organisations
 - Work of a complex nature requiring detailed and diverse knowledge in range of work areas or advanced knowledge in a few specialist work areas
- **Experience:** Substantial period of working in a relevant role or environment
- **Expertise:** To assess operational implications of change that affect service delivery, Customer perception and service risk

Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.
- The level of check required is:

- DBS Basic

Job Working Circumstances

- **Emotional Demands:** Minimal emotional demands
- **Physical Demands:** Occasional demand for lifting heavy and/or bulky equipment, and/or working in awkward or confined spaces and at heights
- **Working Conditions:** No exposure to adverse weather, occasional working with adverse temperature and/or noise, normal levels of adverse people behaviour
- **Other Factors:** n/a

Other Factors:

- You may be required to travel to all Westmorland and Furness sites, should this be required to carry out and specific work
- There may be occasions you are required to work outside normal working days and hours