



Infrastructure Manager

Job Description

Faculty / Department:	Financial and Information Services	
Campus:	Cauldon/Burslem	
Responsible to:	Director of IT and Digital	
Responsible for:	N/A	
Grade:	Salary £39,876 (Grade 5, SCP 30) Per annum	Hours: Full-time 37 hours

Role Summary:

Be the technical authority and senior point of escalation in a small and agile IT team for all College data infrastructure solutions in partnership with the Network Manager, managing servers, storage and systems located in physical and virtual environments in a hybrid on-premise/cloud environment. This encompasses Identity Access Management (SSO) for internal and external systems.

To be the subject matter expert and lead in the specification, procurement, siting, installation/setup/configuration and operation/maintenance of all Storage Area Network (SAN), server platforms and underpinning virtualised technology stacks.

Lead the business continuity and disaster recovery procedures for IT including back-ups, data replication and SAN availability, working to defined Recovery Time and Point Objectives.

Working in partnership with the Network Manager to ensure continued best-practice cyber security regulations are adhered to, inherent in the design, and proactively managed for all infrastructure. Threat detection, vulnerability awareness and anomalous activity must be resolved in a timely manner. Assisting achievement of and ongoing reaccreditation of Cyber Essentials certification is part of this role.

To deputise for the Director of IT and Digital on an occasional ad-hoc basis when they are unavailable, or support relevant meetings where technical authority input is required and provide mentoring to other members of the team where appropriate for internal team development.

Main Duties and Responsibilities:

Work Processes and results

- Lead in the technical specification, procurement criteria definition, siting, installation/setup/configuration and operation/maintenance of all Storage Area Network (SAN), server platforms and underpinning virtualised technology stacks, encompassing hardware and software.
- Design, deploy and maintain utilising robust management processes through configuration and management of the College's virtual infrastructure with desirable experience using VMware and NetApp platforms.
- Configuration/administration and development of Identity Access Management with essential experience in Active Directory in a multi forest environment and Azure Active Directory and Microsoft Accounts, with single-sign on (SSO) integration with other products and services both on-premise and externally hosted, and desirable experience in role-based access control and auditing.
- Management of Microsoft 365 tenant configuration
- Create and maintain a portfolio of appropriate High Level and Low Level Designs to ensure infrastructure architecture is robustly documented.
- To manage the efficient and timely operation/maintenance of the physical and virtual College infrastructure platforms and to satisfy College system confidentiality, integrity and availability requirements across all sites including Business Continuity and Disaster Recovery planning.
- To establish and maintain a rolling schedule of security and quality patching, diagnostics, preventative maintenance and updates on all infrastructure including regular recovery testing and detailed service downtime logging. Coordinate with customers of the IT Team to offer support services for data and systems.
- Assisting achievement of and ongoing reaccreditation of Cyber Essentials certification with desirable experience of data meta-tagging, user behaviour analytics, threat hunting and threat detection.
- Perform proactive system maintenance to ensure that the College's systems and network are functioning at maximum performance potential and to best-practice cyber regulations including the development of, and continuous maintenance of adherence to, organisation policy for area of responsibility to ensure compliance with the DPA (2018) and cyber-security legislation.
- To operate within the terms of reference of current Policies and Procedures, specifically including the team Change Management Control and Business Continuity procedures.
- Develop policies so that IT work processes are classified by priority, timescale and budget, and subsequently executed efficiently and as scheduled.
- To manage and install software/hardware upgrades when required and ensure that currency of software licensing is maintained and that College asset registers are regularly maintained to enable future budget estimations.
- Work closely with the Network Manager and Field Support Engineer(s) providing additional support in configuration, administration and management of the College wired and wireless networks, cisco switches, LAN and WAN to minimise single point of failure.
- To contribute to the achievement and ongoing development of the IT Team Service Level Agreements for incident and task resolution (BAU) combined with parallel ongoing project work.
- To uphold team security standards, prevent unauthorised access to equipment/software and report violations promptly to the Director of IT and Digital and/or the Chief Financial Officer. Where safeguarding issues are additionally discovered, confidentiality must be maintained and reported immediately by following the College's procedures.
- To maintain team records on the use and issue of College computing resources held by the IT Team.

To assist in the operation of the Team Helpdesk/Team Consumables and Stock/Spares control

system.

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- To ensure that College Health and Safety guidance and manufacturers technical advice, Hazard Data Sheets, Risk Assessments and COSHH records are all followed religiously to help promote a safe working environment for all staff and learners
- To undertake such training as is identified in Professional Development Review.

Team Work

- To assist the Director of IT and Digital in the development of the future roadmap of technical design of infrastructure across the College IT estate in close working with the Network Manager.
- To deputise for the Director of IT and Digital on an occasional ad-hoc basis when they are unavailable, or support relevant meetings where technical authority input is required.
- To lead the technical direction of the IT team in partnership with the Network Manager, providing mentoring to other members of the IT where appropriate and in mutual agreement.
- Manage and develop supplier relationships ensuring effective and accurate support contracts are in place where required, and the quality of those contracts is monitored.
- Manage annual data centre running and development costs in line with IT Services budgetary restrictions
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Communication / Documentation

- Communicate effectively across a wide range of audiences.
- Maintain and ensure availability of all IT related Policies and procedures
- Creation, development and curation of an Enterprise Architecture portfolio including High Level and Low Level Designs and relevant technical documentation.

Personal Development / Performance

- Ensure personal technical qualifications are relevant and up to date in line with identified CPD requirements
- Timekeeping and scheduling of conflicting requirements to be proactively resolved with the Director of IT and Digital.
- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

Equality, Diversity & Inclusion, Health and Safety and Strategy

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

College Values

- To demonstrate and uphold the College's values, or Trust, Resilience, Authenticity & Ambition, Innovation & Collaboration, and Nurture (TRAIN).
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors and others.
- To participate in making the College and inclusive environment in which to learn and work.

Safeguarding of Children and Vulnerable Adults

- To comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges. To attend relevant and associated training, as required.

General Data Protection Regulation and Data Protection Act 2018

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the postholder.

These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the postholder.

This Job Description and Person Specification is accurate as at November 2022. In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.



PERSON SPECIFICATION

Data Centre & Systems Lead

Measured by:	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Po	Portfolio

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Qualifications/ Education/ Training	<ul style="list-style-type: none"> Degree level qualification or equivalent experience within a similar role Relevant technical qualifications e.g. Microsoft MCP (Certified Professional) – Microsoft MCSE (Certified Systems Engineer) track or equivalent VMWare VCP (Certified Professional) or working towards this qualification and NetApp Certifications significant equivalent experience in 	<p>A, I</p> <p>A, I</p> <p>A, I</p>	<ul style="list-style-type: none"> Qualification in Apple, Mac, iOS, Unix and mainstream applications MS Azure or cloud infrastructure management qualifications Network administration e.g. CCNA ITIL Foundation 	<p>A</p> <p>A</p> <p>A</p> <p>A</p>
Experience	<ul style="list-style-type: none"> Experience in a senior technical authority role or similar with substantial system management in Microsoft 365 and AAD, SQL, Sharepoint, 	A, I, P	<ul style="list-style-type: none"> Recent experience in a fast-paced, customer-facing environment Experience of working in an academic 	<p>A, I, P</p> <p>A, I</p>

	<p>environment and Microsoft ID accounts for access to third party services</p> <ul style="list-style-type: none"> • An understanding of, and commitment to cyber-security and confidentiality and protection of personal information and organisational systems • Substantial experience of firewall and filtering configuration to ensure security compliance. Experience with SmoothWall would be an advantage • 	<p>A, I, P</p> <p>A, I</p>		
<p>Other</p>	<p>Commitment to own personal and professional development</p>	<p>A</p>	<ul style="list-style-type: none"> • Ability to travel between, and work from, Burslem and Caudon campuses, as required 	<p>A</p>