JOB DESCRIPTION

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| **JOB TITLE** | Digital Infrastructure Manger |
| **GRADE** | EPO10 |
| **REPORTING TO** | Head of Digital Operations and Cyber Security |
| **JD REF** |  |

PURPOSe

Fully accountable for the management of the Council’s core, hybrid IT infrastructure, ensuring it meets business needs, performs to expected standards and demonstrates best value.

To manage a team of highly technical staff across a wide and complex technology landscape including servers and storage across two on-premise datacentres, cloud infrastructure and network communications, which enables the Council to fulfil its core business objectives and deliver services efficiently and effectively.

To provide direction and leadership to the infrastructure operations teams so they work effectively with the other functions across the department and the wider Council in specifying, selecting, implementing, configuring, integrating and replacing current and new core IT infrastructure.

To input on the strategic and operational direction of the IT environment and continual service improvement, aligned to the business needs of the Council.

Foster business change initiatives that leverage the organization's current capabilities while propelling it towards its desired level of maturity.

Establish and embed a culture within the IT infrastructure operations teams which is accountable, demonstrates a sense of urgency and places a high emphasis on risk management and ensuring the right business changes are identified and prioritised.

Support the of root cause issues impacting service performance.

Main duties and responsibilities

* Support in establishing and embedding a whole service management regime, in line with ITIL (Information Technology Infrastructure Library) practice and processes, across the IT infrastructure for successful service delivery.
* As the subject matter expert on IT infrastructure delivery for the council, provide clear and unambiguous advice and guidance on technology investment and efficiency to support best value service provision.
* Support the council’s strategy and policy for technical disaster recovery. Provide operational and technical advice to the council on disaster recovery and business continuity requirements.
* To support and encourage staff to be disciplined, flexible and committed to providing solutions to the needs of the business and to relate to their customers in a clear, friendly and prompt manner.
* To be responsible for the recruitment, development and training of staff and for managing their performance to meet organisational objectives.
* To ensure all practicable steps are taken to ensure the highest level of IT service availability.
* To set principles, policies and standards for the development, implementation, integration and support of IT infrastructure.
* Establish the service standards and KPIs required across the IT infrastructure to ensure customers receive a consistent service and so that incidents and requests are resolved efficiently.
* Focus on having the right resources and maintenance plans to keep our services dependable and minimize downtime for our customers. Lead the resolution of major incidents and service disruptions in collaboration with other relevant council groups.
* Keep the IT infrastructure secure by actively managing its maintenance and preventing security gaps.
* To deal with complaints, manage potential conflicts and act as an intermediary between the service, external suppliers and customers.
* To monitor the performance of service suppliers against service level agreements and other contractual terms and escalate underperformance to the IT Contracts and Commissioning Manager.
* To continuously monitor new technology developments to improve services, ensure value for money and reduce the environmental impact of IT.
* To undertake other duties commensurate to the grade of the post.
* Work collegially as a leader in department, Directorate and across the Council.
* To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
* To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
* The post holder is expected to be committed to the Council’s core values in the way they carry out their duties.
* Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
* Carry out duties and responsibilities in accordance with the Council’s Health and Safety Policy and relevant Health and Safety legislation.

Role specific knowledge, experience and skills

**Qualifications:**

* Educated to degree level or commensurate business qualification or demonstrable experience within an equivalent IT strategic management role.

**Knowledge & Skills:**

* Detailed understanding of IT infrastructure, both on-premise and cloud infrastructures including server, storage and networking technologies.
* Demonstrate strong influencing skills, showing drive, tenacity, resilience and sound judgement.
* Strong interpersonal and negotiation skills with ability to build credibility and confidence in order to persuade and influence key stakeholders.
* Ability to interpret technical solutions, risks and issues and position/present business focussed proposals with excellent written and presentation skills demonstrated by the ability to:
* Create professional documentation with attention to detail and desire for accuracy.
* Communicate, present and adjust to different audiences.
* Analyse, interpret, disseminate and present complex, information clearly and concisely.
* Ability to focus on quality and results whilst driving the delivery of mission critical infrastructure in a pressurised environment with the ability to confidently support, assure and challenge with ease whilst maintaining good working relationships.
* Excellent time management skills and ability to work proactively with minimal day to day supervision.

**Experience:**

* Extensive and proven experience as a senior technical/operational manager with accountability for successful management of IT infrastructure within a complex, ITIL-based IT environment including external 3rd party suppliers and development partners.
* Knowledge and experience of leading on a range of delivery lifecycles within an IT infrastructure, specialising in IT infrastructure lifecycle management, from initiation through requirements gathering, procurement, design, testing, deployment, service transition and change management.
* Experience of managing and mitigating IT and associated business risks across large and complex IT networks and platforms.
* Extensive experience of working at a strategic level with key stakeholders, navigating top level organisational politics with evidence of managing by influence to achieve successful outcomes to complex business problems.
* Extensive experience of financial budgeting, planning, forecasting, analytics and management reporting across complex service environments.
* Considerable experience of creating, building, leading, and motivating individuals and teams including staff recruitment and performance management (both direct reports and temporary contract staff).
* Experience of creating and implementing continual professional development and training programmes for specialist IT technical staff, particularly IT operational environments.

ADDITIONAL INFORMATION

 Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach including to accommodate service needs.

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

Expected to work from a fixed location (subject to change).

**Health & Safety Considerations:**

• Lone working

• Work with VDUs (Video Display Unit) (>5hrs per week)

dATE OF APPROVAL: 15/05/2024

APPROVED BY: Peter Moulton