

JOB PROFILE

JOB INFORMATION

Job Title	IT Services and Infrastructure Lead	Department	Finance & Operations
Job Family	IT	Function	IT
Grade	D (£61,842 - £80,000)	SMCR Role	No
Location	Merseyside / Tameside / Bradford	No. of Direct Reports	N / A

JOB PURPOSE

The IT Services and Infrastructure Lead is responsible for managing Northern LGPS's technology infrastructure, end-user services, cyber security posture, and IT operations. Whilst the delivery of IT services will be provided through an outsourced IT Managed Services arrangement, this role is responsible for overseeing and managing that provider, acting as the internal technical authority and ensuring the managed service is configured, performing, and governed in line with Northern LGPS's requirements and FCA expectations.

The role reports into the Head of Technology.

Key Responsibilities	Service Delivery and Support - Oversee the outsourced IT Managed Services provider's operation of the IT service desk and end-user support services, ensuring users receive effective and timely support. - Oversee the managed-service provider's service desk and hold it accountable for service quality and SLAs. - Define and manage service requirements and SLAs for the outsourced IT Managed Services provider, monitor service availability, capacity and performance, and hold the provider accountable for service quality and remedial action. Infrastructure Management - Lead the stand-up, configuration, testing and validation of Northern LGPS's technology infrastructure environment, working through the outsourced IT Managed Services provider. - Act as Northern LGPS's internal technical authority for technology infrastructure, end-user services and IT operations, ensuring that the managed service provides secure, resilient and reliable systems to support business operations. System and Network Security - Establish Northern LGPS's cyber security requirements and control environment, and oversee the implementation and operation of those controls by the outsourced IT Managed Services provider. - Ensure that infrastructure vulnerabilities are identified, assessed and remediated by the outsourced IT Managed Services provider within agreed timescales. - Maintain oversight of cyber security alerts and incidents, ensure that the outsourced IT Managed Services provider responds and escalates appropriately, and coordinate incident reporting through Northern LGPS's defined governance arrangements.
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Monitoring and Performance Optimisation

- Ensure that the outsourced IT Managed Services provider monitors infrastructure availability, capacity and performance and provides accurate and timely reporting against agreed SLAs.
- Review service data, incidents and performance trends, and require the outsourced IT Managed Services provider to implement corrective actions and service improvements.

Vendor and Supplier Management

- Manage the relationship with the outsourced IT Managed Services provider and hold the provider accountable for delivery against contractual requirements, service requirements and SLAs.
- Lead the procurement and onboarding of the outsourced IT Managed Services provider, ensuring that applicable procurement requirements are met and that appropriate contractual, service-management and governance arrangements are established.

Budgeting and Cost Management

- Work with the Head of Technology to develop and manage budgets related to IT infrastructure and services.
- Identify cost-saving opportunities while ensuring robust and efficient operations.

Change and Configuration Management

- Ensure that the outsourced IT Managed Services provider operates effective change-management processes that minimise disruption and protect the security, resilience and availability of Northern LGPS's systems.
- Ensure that the outsourced IT Managed Services provider maintains accurate and current documentation of system configurations, assets and changes.
- Ensure that technology changes are appropriately risk-assessed, tested, documented and approved through Northern LGPS's defined governance arrangements.

Disaster Recovery and Business Continuity

- Build and test Northern LGPS's business-continuity and disaster-recovery capability, working with the outsourced IT Managed Services provider and relevant business stakeholders.
- Ensure that business-continuity and disaster-recovery arrangements are maintained, regularly tested and updated, and that identified weaknesses are remediated.

Innovation and Continuous Improvement

- Identify and oversee improvements to Northern LGPS's technology environment and managed service, ensuring that changes improve service quality, security, resilience and operational efficiency.

Compliance Responsibilities

- Ensure that Northern LGPS's technology infrastructure and outsourced IT arrangements are configured and governed in line with Northern LGPS's requirements, applicable policies and FCA expectations.
- Support audits, assurance reviews and assessments relating to IT services, technology infrastructure, cyber security and outsourced technology arrangements.

	• Ensure that service breaches, security incidents, control weaknesses and instances of non-compliance are promptly escalated, reported and remediated through defined governance arrangements.
Functional accountabilities	• Act as Northern LGPS's internal technical authority for technology infrastructure, end-user services, cyber security and IT operations. • Maintain Northern LGPS's internal accountability for its outsourced technology arrangements and actively oversee and performance-manage the IT Managed Services provider. • Ensure that the technology infrastructure environment is stood up, tested and validated and is ready for operational use at go-live. • Ensure that appropriate operational controls, service monitoring, incident-management and escalation arrangements are established and operating effectively. • Provide regular reporting to Northern LGPS governance forums on service performance, SLAs, technology risks, cyber security, incidents, resilience and required remedial actions.

KEY INTERACTIONS

Internal	External
- Chief Operations and Financial Officer - Head of Technology - Investment Applications Lead	- - Outsourced IT Managed Services provider - Other relevant technology and service providers - Regulators and assurance providers, where required - Hardware, software and cloud-service vendors