

JOB DESCRIPTION



Role title:	Infrastructure Manager (IS)
Grade and salary:	N £46,437 - £53,802
Hours:	37 hours Monday-Friday
Department or Division:	Information Services
Location:	Force Headquarters, Ripley, Derbyshire
Post reports to:	Services Operations Manager (IS)
Suitable for job share or part-time:	Yes
Additional Allowances:	<p>Derbyshire Constabulary offers a range of benefits including the local government pension scheme, Specsavers eye care vouchers, childcare vouchers as well as staff discounts scheme called Boost. This covers a wide variety of retailers and includes discounts & Cashback. Boost also provides discounted gym membership and a healthcare plan. This scheme however is non-contractual, and the force does reserve the right to withdraw or change the terms of the scheme.</p>
Other considerations:	<p>All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.</p> <p>Travel may be required around the country to represent Information Services at meetings with customers, suppliers, and national technology events; therefore, a full driving licence is desirable.</p> <p>The role is required to be on escalation on call rota to support the department, this attracts a 5% uplift.</p> <p>Please note that due to the nature of security checks undertaken, applicants will be subject to MV Vetting. Therefore, you must have 5 years continuous residency in the UK at the time of application.</p>
Date last reviewed:	March 2023

PURPOSE AND DESCRIPTION OF JOB ROLE:

This IS leadership team role will have oversight of force ICT Infrastructure, implementation, support, and advancement of key infrastructure solutions. Technically it covers physical & virtual servers, on premises & cloud storage / compute. The role also has responsibility for running the force network, telephony, and radio communications infrastructure. Delivering a digital transformation strategy within a dynamic team of technical colleagues under the leadership of the Service Operations Manager, you will work across the organisation to achieve a reliable and resilient enterprise architecture in cloud services, internally hosted servers, storage, and platforms as well as unified communications, networking, and Wi-Fi.

The role encompasses managing a team responsible for the implementation, operation, and maintenance of the force's IT Infrastructure (both cloud based & on-premises) with a strong focus on new technologies, aligned to the Information Services & Force strategies. The role also must ensure that availability, capacity, and integrity of all the compute, storage and network capability used by the Force is accessible to the levels of service required. Security considerations are a key part of the role alongside the ability to plan the resources and the financial planning aspects of managing the infrastructure.

SPECIFIC ROLES AND RESPONSIBILITIES:

The post holder will be required to:

Leadership and Team Management

- Provide leadership and supervision to the Infrastructure Management Team, ensuring that appropriate skilled resources are in place to meet required service levels.
- Manage the performance objectives and professional development of the Infrastructure Management Team including the initiation, monitoring, review, and validation of individual training plans in line with department and business objectives.
- Contribute to the IS strategy through recommendations on the development of the IS systems roadmap, based upon force, regional national and industry direction.
- Work closely with the Infrastructure Management Team and IS managers to establish standards and best practices for managing the infrastructure, on-premises, and cloud platforms, including servers, storage, network, radio, and telephony.
- Be innovative in the reduction of bureaucracy and process improvement.
- Direct the activities of team members, both to directly support end users and to assist with IT department upgrades and directives.
- Keep abreast of new technologies and to bring perceived improvements to the IS Leadership team.
- Ensure that effective support is place for out of hours support across the Infrastructure Management Team.
- Plan the finance to maintain the infrastructure to the level required for the technical strategy.
- Uphold the Force's values of Performance, Innovation, Responsibility, Respect, Integrity.
- Develop, deliver, and continually improve on the organisation's infrastructure strategy in support of current and future business needs.
- Develop and lead the replacement of infrastructure prior to the end of life.
- Contribute to the IS architecture standards and their maintenance by working closely with the IS Solution Architects.
- Responsible for overall for architecture and infrastructure availability and develop a resilient infrastructure to reduce failures and business impact.
- Develop and improve the availability, capacity, and integrity management for all force servers.
- Develop, implement, and maintain the telephony and radio communications infrastructure to further improve the range of services available to the force users.

- Develop, implement and maintain the force network infrastructure and network operating systems to further improve the range of facilities available to the Force Users.
- Develop an infrastructure architecture that will ensure that all developments are efficient, effective, and part of an integrated roadmap.
- Ensure that all developments are implemented in such a way as to maximise user and business benefit.
- Develop an effective data storage, backup, and business continuity strategy for IS.
- Support portfolio projects with build and implementation expertise and delivery of infrastructure services where required.

Service Management

- Direct involvement in incidents or problems, irrespective of priority, that cause service impact and act as escalation point for incidents not being resolved in a timely manner, by means of Infrastructure Team, Service Desk, or department escalations.
- Create and maintain plans for own areas of responsibility, contribute to setting service level agreements and plans the design, implementation and delivery of Server, Storage, Network, Telephony and Communications infrastructure to meet such agreements
- Ensure infrastructure and data centres conform to agreed security and compliance policies.
- Manage and support the covert radio system, locally, regionally, and others as required.
- Ensure effective administration and monitoring of the force infrastructure to allow the early detection and resolution of issues.
- Maintain a schedule of formal service reviews with key stakeholders and management of the key 3rd party providers who provide the IT operational service.
- Organise and manage regular DR test exercises.
- Maintain services to meet agreed availability and performance targets.
- Produce and maintain documentation relevant to the server, storage, network, telephony, and security infrastructure
- Work with the other Service Ops Leads to provide planning for patch management and implementation by the infrastructure team.
- Maintain and constantly improve server, network, radio, and telephony performance, reliability, and security in line with industry standards and business needs.
- Contribute to continual service improvement from IS to customers.
- Play a direct role in negotiating contracts with ICT service providers by assessing departmental and business needs related to equipment and services.
- Produce asset, cost and storage reports.

SKILLS AND EXPERIENCE REQUIRED:

Essential:

- Educated to degree level or equivalent qualification or equivalent work-related experience (as required below).
- Excellent interpersonal skills to ensure teamwork, responsibility, motivation, flexibility, and leadership.
- Experience of managing IT infrastructure professionals, ability to prioritise and allocate resource / effort appropriately. Experience of being an effective team player, able to develop and extend relationships
- Excellent communication skills to strategize, plan, and collaborate with colleagues throughout the business at all levels
- Appropriate experience supporting IT infrastructure and service delivery, preferably with a medium to large sized organisation with an ITIL Foundation level qualification.

- Demonstrate experience in managing a storage solution for an organisation and detailed knowledge of enterprise storage infrastructure technologies, e.g. SAN, NAS, Disk Arrays.
- Proven experience and detailed knowledge of systems development lifecycle methodologies.
- Detailed knowledge of server hardware and software technologies, e.g., virtualisation, mirroring, and replication
- Proven knowledge of creating and maintaining technical architecture models and knowledge of cloud systems architecture and management.
- Experience in understanding and designing a disaster recovery environment to meet Business Continuity requirements.
- Proven experience of managing a team within a customer focussed/service environment with previous experience of managing customer relationships. Experience of commercial management and negotiation with suppliers of IT services.
- Can employ problem root cause analysis techniques and has a successful track record in identifying and implementing solutions.
- Experience improving and developing the knowledge & skills of others.

Desirable:

- Degree level qualification in computer related subject or demonstrable experience working in an advanced support role (level 3 / 4) in an enterprise IT environment.
- ITIL qualification above foundation level.
- Recognised qualification in IT architecture design and management methods.
- Knowledge of systems administration and operational running of enterprise services, e.g. MS-Exchange, Azure, AWS, VMWare, SQL.
- Management experience of networking technologies including IP Switching and routing.
- Knowledge of systems operating software implementation and operation, e.g., Unix, Windows.
- Experience of deploying, migrating, integrating, and configuring a hybrid cloud infrastructure.
- Experience facilitating information gathering and problem-solving workshop.

PERSONAL QUALITIES:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how everyone understands what is expected of them in their day-to-day work:

Acting with Integrity: Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

Working with others: Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

Problem solving and innovation: Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

Planning and organising: Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change

and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

Communicating and influencing: Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

Personal development: Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

Delivering results: Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

Customer focus: Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

Operational and technical awareness: Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.