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# Job Description

# Infrastructure Manager

Title of Post: Infrastructure Manager

Section: IT Services

Reporting to: IT Director

Grade: Salary scale pt. 47 - 49

Hours: 36 hours per week, 52 weeks per year

Location: Based at Uxbridge but required to work from any campus

**Purpose of Job:**

As a senior leader within the IT department, the Infrastructure Manager plays a pivotal role in shaping and executing HRUC's technological vision and strategy. Reporting to the Director of IT, this position oversees the design, development, and maintenance of the college's IT infrastructure, ensuring its alignment with HRUC's strategic goals and fostering an environment of innovation, excellence, and environmental responsibility.

**Key Responsibilities:**

Strategic Leadership and Collaboration:

* Collaborate with the CTO, IT Director, Director of Funding and Information Services, and your peers to develop and implement an IT strategy that is aligned with HRUC's mission, vision, and objectives, whilst fostering effective partnerships and driving organisational success.
* Contribute to the IT Development Plan, Operational Plan, and Service Annual Review, ensuring alignment with broader organisational goals.
* Act as a key advisor to senior leadership on infrastructure-related matters, providing strategic insights and recommendations.
* Actively engage with internal and external stakeholders, including employers, curriculum teams, support staff, and students, to gather insights and requirements, ensuring IT initiatives meet their needs.

Innovation and Technology Integration:

* Research and drive innovation initiatives to integrate cutting-edge technologies into HRUC's IT infrastructure, enhancing the educational experience and operational efficiency.
* Explore and implement innovative solutions that align with HRUC's objectives, fostering a culture of continuous improvement and technological excellence.
* Assist in the implementation of digital technology and data-driven approaches across the college's operations, ensuring seamless integration and scalability.

Cybersecurity and Compliance:

* Ensure compliance with cybersecurity standards, including Cyber Essentials Plus accreditation and progress towards ISO 27001 certification, by implementing robust security measures and protocols.
* Ensure our infrastructure and applications adhere to data protection policies and procedures to safeguard sensitive information and ensure adherence to legal, regulatory, and ethical requirements.

Strategic Planning and Stakeholder Engagement:

Team Leadership and Development:

* Lead and develop a high-performing infrastructure team, providing guidance, coaching, and support to foster a culture of collaboration, innovation, and excellence.
* Manage the relationship with strategic partners, blending their staff and their service into the delivery of IT services and strategy.
* Ensure team members are equipped with the necessary skills and resources to deliver on strategic objectives, including training and professional development opportunities.
* Be a valuable team member that supports our service desk and engineers to develop and enhance their knowledge, by opening up opportunities for them to learn.

Operational Excellence and Service Delivery:

* Oversee the day-to-day operations of the IT infrastructure, ensuring reliability, performance, and security while adhering to environmental and sustainability considerations.
* Chair the Change Advisory Board to assess and approve infrastructure changes, minimising risks and impacts while ensuring effective communication is maintained within the team and documentation is produced or updated.

Continuous Improvement and Knowledge Sharing:

* Stay abreast of the latest IT trends, technologies, and best practices, identifying opportunities for improvement and innovation.
* Promote a culture of continuous improvement within the team, encouraging proactive collaboration, knowledge sharing, and root cause analysis to drive service excellence.

General Duties/Other:

* Demonstrate flexibility in working hours, including occasional evenings or weekends, to ensure coverage of duties and support for college activities as needed (including, but not limited to dealing with highly sensitive issues and disaster recovery).
* Ability to work at all campuses based on business need, and in an emergency travel to other campus at short notice.
* Adhere to all relevant Health & Safety Regulations and actively contribute to the implementation of the College's Health & Safety Policy, promoting a safe and secure environment for all staff and students.
* Comply with and actively promote the College's Equality and Diversity Policy, fostering an inclusive and supportive environment that celebrates diversity and promotes equality of opportunity.
* Participate in and contribute to the College's in-service and training activities, continuously enhancing knowledge and skills to support personal and professional development goals.
* Carry out all other duties as may be reasonably required, demonstrating flexibility and willingness to contribute to the overall success and effectiveness of the IT department and the College.

**Safeguarding Children and Vulnerable Adults:**

* Understand and comply with Safeguarding legislation and ensure that best practice is embedded in all working practices as required.
* Commitment to Safeguarding and promoting the welfare of children and vulnerable adults, ensuring that this commitment is demonstrated in all aspects of the role as appropriate.

**Further Education is an ever-changing service, and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.**

**Infrastructure Manager - Person Specification**

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| --- | --- | --- | --- |
|  | Essential | Desirable | How assessed\* |
| **Qualifications** |  |  |  |
| A degree in IT, computer science, engineering, or a related field, or equivalent professional qualification or experience. | **ü** |  | AF/Cert |
| Good general level of education including literacy and numeracy skills | **ü** |  | AF/IV |
| Relevant professional IT qualifications e.g. Microsoft, Cisco etc | **ü** |  | AF/Cert, IV |
| ITIL certified |  | **ü** | AF/Cert |
| **Professional development** |  |  |  |
| Evidence of ongoing professional development in relevant fields | **ü** |  | AF/Cert, IV |
| **Knowledge, skills, and experience** |  |  |  |
| At least five years of experience in IT infrastructure role, preferably in an educational setting | **ü** |  | AF, IV |
|  At least 2 years’ experience in leading and developing a team of IT professionals, providing clear direction, feedback, coaching, and training | **ü** |  | AF, IV |
| Experienced at working with strategic partners, seamlessly integrating outsourced operations into the overall IT service. | **ü** |  | AF, IV |
| Strong knowledge of network infrastructure and services, including LAN, WAN, Wi-Fi, VPN, VoIP, firewalls, switches, routers, storage, backup, disaster recovery, cloud services, anitvirus etc | **ü** |  | AF/Cert, IV |
| Experience in Windows Server, Windows desktop system administration | **ü** |  | AF/Cert, IV |
| Experience with Hyper-V installation, deployment, clustering, and support. | **ü** |  | AF, IV |
| An in-depth knowledge of Azure services, including resource provisioning, management, and optimisation. Hands-on experience with resource deployment and configuration. | **ü** |  | AF/Cert, IV |
| Experience in the Microsoft Office 365 stack of applications, including but not limited to designing and managing antivirus and spam policies, e-discovery, license management, security groups, and SAML | **ü** |  | AF/Cert, IV |
| Administration experience in Microsoft Active Directory, Azure Active Directory, and Group Policy | **ü** |  | AF/Cert, IV |
| Configuration, management, and support of DNS and DHCP | **ü** |  | AF, IV |
| A working knowledge of PowerShell scripting |  | **ü** | AF/Cert, IV |
| Understanding of automated application deployment and patching using WDS, SSCM and InTune | **ü** |  | AF/Cert, IV |
| A working knowledge of database administration, ideally MS SQL |  | **ü** | AF/Cert, IV |
| Experience in meeting the Cyber Essentials certification standards and ensuring the IT infrastructure adheres to the relevant legal, regulatory, and ethical requirements, such as data protection, information security, and safeguarding | **ü** |  | AF, IV |
| Experience in ISO/IEC 27001 standards or the ability to understand requirements and implement processes to achieve compliance |  | **ü** | AF, IV |
| Experience in implementing and managing data protection policies and procedures and ensuring the IT infrastructure supports the data protection rights and obligations of the college, its staff, and its students |  | **ü** | AF, IV |
| Experience in chairing meetings, such as the Change Advisory Board, and ensuring the IT infrastructure changes are assessed, approved, communicated, and documented, and that the risks and impacts are minimised and mitigated |  | **ü** | AF, IV |
| Experience in delivering IT projects and initiatives, following project management methodology and processes. |  | **ü** | AF, IV |
| **Communications** |  |  |  |
| The ability to read, write, and understand technical English and computer manuals | **ü** |  | IV |
| The ability to explain technical computing concepts/functions to non-technical personnel | **ü** |  | IV |
| The ability to produce clear and concise written processes and procedures | **ü** |  | IV |
| The ability to produce documentation to record incidents, changes, and problems | **ü** |  | IV |
| **Personal Attributes** |  |  |  |
| A self-motivated, enthusiastic, and positive mindset | **ü** |  | IV |
| Excellent communication, interpersonal, and customer service skills, with the ability to liaise with internal and external stakeholders at all levels. | **ü** |  | IV |
| Ability to work under pressure, prioritise tasks, and meet deadlines. | **ü** |  | IV |
| Ability to work both on own initiative and as part of a team | **ü** |  | AF/IV |
| Flexible attitude to work and acceptance of regular change | **ü** |  | IV |
| A creative and innovative approach to problem solving | **ü** |  | IV |
| Attention to detail with strong analytical skills | **ü** |  | AF, IV |
| A commitment to personal and professional development | **ü** |  | IV |
| A Commitment to Equality and Diversity and Safeguarding | **ü** |  | IV |

\*Evidence of criteria will be established from:

AF = Application Form IV = Interview

Cert = Certificates checked on induction