

## Capital City College Group Job Description and Person Specification

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<b>Post:</b>	Head of Infrastructure & Operations
<b>Contract:</b>	Permanent, Full Time
<b>Hours:</b>	35 per week
<b>Reporting to:</b>	Director of Technology & Infrastructure Services
<b>Responsible for:</b>	Infrastructure & Operations
<b>Grade:</b>	Leadership & Management
<b>Salary:</b>	£57,433 - £60,924

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### **Key Purpose**

To deliver highly robust, secure, reliable, resilient and cost effective IT infrastructure to the Group through the management of the infrastructure teams and managed service companies operating all Group Systems, Infrastructure and operations.

### **Main Duties and Responsibilities**

- To ensure that all systems and infrastructure are managed, operated and maintained to meet overall service level requirements for availability, performance, accessibility, reliability and robustness.
- To ensure that all systems support the Group Information Security objectives and policy through design, implementation and operation
- To ensure that an appropriate platform meeting the above criteria is provided for all Business and Technology Enhanced Learning (TEL) applications, working with the Director of Information and the TEL steering group
- To act as a technical design authority for the group developing long term technical architecture plans and strategies and in ensuring that all infrastructure and operational requirements meet the robust standards in place. In this role Chair the change board.
- In common with each TIS manager, own and champion relationship with one of the College Principals and SMT – taking a specific interest in their goals and plans and championing these back into TIS. Promote TIS and the potential of technology and professional ways of working through that relationship.

### **Expectations of the Post Holder**

#### **Process and Policy**

- Develop, implement and continuously review (ITIL based) policies and process definitions for all aspects of service operation.

- Oversee implementation of those processes into working practice.
- Monitor and review the effectiveness and compliance of processes, these may include but not limited to:
  - Capacity management
  - Availability management
  - Performance management
  - Security management
  - Disaster recovery and business continuity
  - Change management
  - New product and service release to production
- Ensure the College management database and documentation for all systems and processes is fit for purpose and maintained.
- Chair the technical design authority ensuring that all decisions, minute and notes are captured in the appropriate manner for future reference.

### **Operations**

- Ensure that daily, weekly, monthly and annual preventative maintenance tasks are assigned and completed.
- Ensure programme of service updates, patches, fixes are defined and implemented.
- Ensure rigorous review of logs, changes, error reports and flags undertaken and drives problem management and improvement.
- Develop and operate escalation processes into your team from internal and external stakeholders.
- Work with estates to ensure power and other supporting infrastructure is maintained and operated to support your service levels.
- Ensure that all changes, requests and project work are implemented to time, budget and quality criteria.
- Responsible for the development, maintenance, and support of the Groups IT applications (excluding the Unit-E Management Information System, which is the responsibility of the MIS Team); working in liaison with other Group departments, IT Services colleagues and 3rd party suppliers.

### **Projects**

- Define, oversee and implement a continual service improvement programme.
- Define and operate processes for the smooth introduction of new products and services into production.
- Provide (define, allocate resource, provide technical leadership) to implementation projects run throughout the group.

### **As technical design authority**

- Ensure that overall design and architecture of all systems is defined, maintained, documented and reflected in all project work.
- Define and maintain a technology roadmap for all aspects of systems and infrastructure for the group, ensuring that each element or layer has a current state and essential, future development, likely tech changes, etc.

### **Management of staff**

- Management and leadership of designated staff including periodic review of skills matrix for the team.

### **The post holder will also be expected to:**

1. demonstrate model behaviours that, at all times, are consistent with an open, inclusive and participative style;
2. be proactive in identifying and pursuing opportunities that are appropriate to maintaining his/her continued professional development;
3. demonstrate a commitment to the development and practice of equal opportunities in every aspect of the life of the College;
4. abide by the College's data protection policy;
5. actively participate in the appraisal scheme;
6. participate in the implementation of and compliance with the provisions of legislation and good practice relating to health and safety;
7. carry out work in a manner and framework that is consistent with the College's requirement to safeguard children and vulnerable people;
8. work within the College values.

**N.B.** This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive listing of tasks and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

### Person Specification

<b>Area to be assessed</b>	<b>Essential</b>	<b>Desirable</b>	<b>How this will be assessed</b>
<b>Qualifications</b>	<ol style="list-style-type: none"> <li>1. A Bachelor's degree in an IT-based subject or a business degree with some technical element (like maths or engineering) or equivalent level of knowledge acquired through experience and training/development.</li> <li>2. PRINCE2 Foundation certified</li> </ol>	PRINCE2 Practitioner	<b>AF</b>
<b>Professional development</b>	<ol style="list-style-type: none"> <li>3. Experience of ongoing professional updating and development in relevant fields.</li> </ol>		<b>AF / I</b>
<b>Knowledge</b>	<ol style="list-style-type: none"> <li>4. An understanding of the reasons for an Equal Opportunities Policy and how it affects the immediate working environment and relationships with clients.</li> <li>5. An awareness of safeguarding and how it relates to the work of this post in a further education College.</li> </ol>		<b>I</b>
<b>Experience</b>	<ol style="list-style-type: none"> <li>6. Successful track record of managing and delivering technical support services across an organisation with a diverse client group.</li> <li>7. Substantial experience in an infrastructure management role, preferably in an educational environment with a WAN infrastructure.</li> <li>8. Experience of communicating effectively with a non-technical customer base.</li> <li>9. A demonstrable track record of developing and managing an effective infrastructure and operations team and commanding their respect.</li> </ol>		<b>I</b>
<b>Skills and Abilities</b>	<ol style="list-style-type: none"> <li>10. Good interpersonal skills and written and oral communication skills.</li> <li>11. Excellent administrative and IT skills, including knowledge of Microsoft Office.</li> <li>12. Good organisational skills and high attention to detail.</li> <li>13. The ability to plan and monitor one's own workload, to ensure that deadlines are met.</li> <li>14. The ability to work effectively as a team member.</li> <li>15. A flexible approach to work in order to achieve deadlines.</li> <li>16. The ability to maintain records and produce relevant documentation as required.</li> <li>17. An excellent working knowledge of ICT systems and network services hardware and software</li> <li>18. Excellent project management skills</li> <li>19. The ability to delegate effectively and manage the performance of others in accordance with good management practice.</li> <li>20. The ability to manage budgets and meet financial targets.</li> </ol>		<b>I</b>