

<b>Designation:</b>	<b>Infrastructure and Security Manager</b>
<b>Grade:</b>	<b>STR 8</b>
<b>Hours:</b>	<b>37</b>
<b>Location:</b>	<b>Mainly working from home but presence at Ebley Mill required at times in accordance with work programme commitments</b>
<b>Job Purpose:</b>	<b>To maintain and advance the technology estate so that organisational productivity is optimised and data remains secure.</b>
<b>Responsible to:</b>	<b>Head of Technology</b>
<b>Responsible for:</b>	<b>IT infrastructure and security management</b>

## KEY DUTIES

- Lead and manage a team of IT professionals responsible for the management of secure and compliant infrastructure, networks and assets that enable business continuity for community critical services.
  - Maintaining a secure environment, including compliance with Government standards.
  - Protecting the council's data assets through the continual review and execution of security policies and protocols. Ensuring network users are aware and alert to cyber security threats through effective and engaging communications.
  - Ensure the optimisation of network and systems availability through an effective change management process, managing SLAs, ensuring lessons are learnt and there are processes in place for effective reporting of performance.
  - Tracking and audit of all hardware; ensuring the infrastructure estate remains up to date and relevant as technology standards change.
  - Managing the procurement of new infrastructure products and services to maintain and enhance provisions. Ensuring that effective contract management processes are in place to enable budget profiling for future requirements.
  - Ensuring Disaster Recovery is possible and managing any necessary implementation of the Disaster Recovery Plan.
  
- Positively contributing to the development of and adherence to the ICT strategy, ensuring that investment in ICT is optimised and best value is achieved from resources.
  - Ensuring the continued development and management of Information and Communications Technologies (ICT) through plans for new requirements, renewals and maintenance.
  - Drive forward infrastructure and security technology programmes that underpin the modernisation efforts; optimal technical environments for interoperability and development, digital product delivery and technology driven business change programmes of work including, office collaboration

tools, automation, agile working enablement and support for commercial activities

- Ensure effective two-way communication with all team members and stakeholders.
- Lead, inspire and mentor team members to achieve performance targets

## SKILLS AND KNOWLEDGE

- A broad technical knowledge across organisational infrastructure and security requirements.
- Relevant experience as an Infrastructure and Security professional with a history of delivering successful ICT services and programmes.
- Up to date technical knowledge of cyber security and data management, experience of effective ICT Risk Management, appropriate mitigations and processes.
- In tune with where technology advancement is going and able to contribute to development plans.
- Stakeholder management skills, able to work effectively with suppliers and partners to achieve outcomes and deliver projects to time and cost.
- Excellent communication skills to present reports or give advice, presenting complex technical information in a way which can be readily understood by a non-technical audience.
- Basic understanding of ITIL standards and experience of the operating environment.
- Experience of leading and implementing complex technology programmes and the inter-relationships and impacts of new solutions on a whole operating system including interoperability of applications, communication and digital products.
- Experience of leading and a motivating team to maximise performance and productivity.
- Experience of managing and transitioning to cloud services and understanding of the organisational benefits as well as the technical impacts.

## COMPLEXITY AND CREATIVITY

- The Council's Computer systems and connections are increasingly complex and diverse. The postholder will need to have a good overall understanding of systems and operations, and of associated costs.
- Ability to understand strategy that addresses complex business outcomes, ability to relate these to outline roadmaps and produce detailed plans for delivery.

## JUDGEMENT AND DECISIONS

- To make effective decisions under time pressure.
- Take responsibility for the outcomes and impacts of your decisions.
- Provide inspirational, ethical and values based leadership. Promoting cultural reform and high standards of professional conduct while having self-awareness and a commitment to personal development and resilience.
- Carbon neutrality and sustainability is a core value of the council. The ability to ensure that this is embedded into all judgements and decision making is essential.

## CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Business Managers and Directors including SLT
- Members of the public

## RESOURCES

- Responsibility for designated ICT resources including significant revenue and capital budgets, staff, infrastructure, and software.

## TRAVEL DESIGNATION

- HMRC

## GENERAL

- To be responsible for the delivery of solutions and change, sometimes outside normal office hours, including weekends.
- To ensure that, at all times, service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity, at all times, and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.

- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.
- Show a commitment to safeguarding the welfare of vulnerable adults, young people and children, in line with the organisation's policy

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*