**Job Description**

**Title: Infrastructure Team Manager**

**Location: Hawthorn Road, Lincoln**

**Reporting to:**  **Head of IM&T**

**Responsible for: Infrastructure Engineers and Service Desk Engineers**

**Grade: P**

Our Vision

Our vision is a world where dying with dignity, compassion and having choices is a fundamental part of a life

Our Mission

Our mission is to ensure all individuals facing the end of their life in Lincolnshire receive dignified, compassionate care when they require it and where they ask for it.

Our Values

Aiming High

We reach for excellence and set the standard for others to follow. Celebrating individual and collective success and actively looking for ways to be even better.

Being Courageous

We push boundaries and provide challenge - standing up for what is right and supporting others to make a difference across all aspects of our work.

Working Better Together

We recognise the power of community; building connections and relationships which help us make a positive contribution. Respecting and valuing all contributions - we are ONE team, united and inspired by our common purpose.

Having Heart

People are at the centre of all we do. We’re proud of our ability to work in tough situations with resilience, empathy and kindness.

Doing It Right

We are ethical, honest and use resources respectfully. Taking responsibility for our actions and doing what we say we’ll do - we challenge others to do the same.

**Job Purpose**

To support and deputise for (when required) the Head of IM&T in maintaining the Trust’s internal IM&T Systems. In addition to focusing on server and network support, the role will also be required to perform the duties of an IM&T Infrastructure Engineer including desktop support and supporting the delivery of all other IT related services including telephony.

Line manager for the Infrastructure and Service Desk Engineers, responsible for the orchestration of the team and their activities.

To lead and manage future and ongoing IM&T development projects in support of the Trust IM&T strategy and objectives.

To ensure and promote the continued confidentiality, availability and integrity of all Trust IT systems.

In the absence of the Head of IM&T you will be required to lead the execution of IT disaster recovery and business continuity plans.

Responsible for the Servicedesk operation ensuring that all incidents, problems, changes and projects are carried out within agrees SLA’s and to required standards.

**Main Duties and Responsibilities**

**Main Duties:**

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| **1.** | Provide expert 3rd tier IT support to ensure the architectural integrity and functionality of the core server infrastructure to deliver Trust ICT services. Maintain a high degree of specialist technical knowledge in current Microsoft Server based technologies. |
| **2.** | To design, configure and deploy new and existing Server assets. Ensuring the Server environment and Operating Systems are fully maintained and secured. |
| **3.** | To ensure the day to day maintenance of the Trust IT services to deliver a highly available, robust, secure environment which meets the business continuity and KPI requirements of the Trust. |
| **4.** | Integrate, support and maintain core infrastructure components including Active Directory functionality such as DHCP, DNS to ensure a highly resilient Server environment. Assisting in the development of automated support and monitoring tools to facilitate the Confidentiality, Integrity and Availability of core systems. |
| **5.** | To maintain and support server based departmental software including fundraising, finance, HR, and clinical systems. |
| **6.** | To ensure optimal performance of IM&T hardware and the delivery of 3rd party Server support. |
| **7.** | To ensure the environment supports optimal performance of desktop PCs, laptops, printers and telephony equipment. |
| **8.** | To plan and carry out essential upgrades and maintenance on IM&T software and hardware systems, while ensuring minimal downtime for users and where necessary working out of hours to achieve this goal. Ensuring Trust change control procedures are followed. |
| **9.** | To maintain data integrity by planning, implementing and testing extensive back-up and disaster recovery procedures using recognised best practices and technologies. |
| **10.** | To maintain the security of the corporate network by managing system updates and ensuring network and server devices conform to IM&T security standards. |
| **11.** | To ensure that accidents and incidents, including near misses, are reported. |
| **12.** | Administration of the all IM&T policies and procedures. |
| **13.** | Troubleshoot system and network problems and diagnose and solve hardware / software faults rapidly and robustly, ensuring customer satisfaction. |
| **14.** | To plan, advise and recommend on the acquisition and allocation of Server hardware. |
| **15.** | To undertake other duties and IT project work commensurate with the general level of responsibility of the post. |
| **16.** | To undertake the role of a designated Health & Safety representative for the IT department at a least one nominated site. |

**Managerial Responsibilities**

1. Lead and line manage the Infrastructure and Service Desk Engineers to deliver an effective support and wellbeing function, setting targets and performance indicators and reviewing internal practices when necessary
2. Directly manage members of the IM&T team including appraisals, sickness and absence management, probationary processes, mandatory training etc.
3. Lead by example and ensure that behaviour is in line with the Core Values of the Trust

**Main Responsibilities:**

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|  | The post-holder will be responsible to the Head of IM&T for: |
| **1.** | Ensuring the IM&T Server Infrastructure meets the objects of the Trust. |
| **2.** | To take responsibility for maintaining a high degree of technical knowledge on current Operating systems, support mechanisms, server infrastructure and IT Security. |
| **3.** | To maintain a safe environment within the workplace, particularly with regard to manual handling and electrical safety, ensuring at all times adherence to Trust policies. |
| **4.** | Responsible for ensuring that the Server environment and IM&T solutions meet IT Security requirements as defined within Trust Policies and as required by applicable standards such as those required for. |
| **5.** | To behave in a professional manner at all times, reflecting and maintaining the values and ethos of the organisation and thereby generating a positive image of St Barnabas Lincolnshire Hospice and to contribute to the maintenance of St Barnabas’s credibility and reputation in the area. |
| **6.** | To develop strong working relationships with managers and all members of staff and volunteers to ensure the smooth operational running of the IM&T services. |
| **7.** | To contribute to audit and research activities as required. |
| **8.** | To be able to work on own initiative to help develop the Trust’s IM&T systems. |
| **9.** | To seek continual improvement of IT systems through established processes and industry best practice such as ITIL and applicable ISO standards. |
| **10.** | To line manage the IM&T team in line with Trust policies. |
| **11.** | To develop the people capability and skills within the team to meet current and future needs of the Trust. |

**Additional Duties**

All employees of the St Barnabas Hospice Trust (Lincolnshire), St Barnabas Promotions Ltd. and St Barnabas Shops Ltd., all hereafter referred to as employees of “the Trust”, are expected to comply with the general duties detailed below:

**Infection Control and Prevention**

All employees of the Trust are required to:

* Maintain a clean and safe environment, minimise risks of infection, report infection control issues of concern to their line manager and attend mandatory infection prevention training.
* Work in accordance with their local infection control procedures and in adherence to the Code of Practice for the Prevention and Control of Healthcare Associated Infection as outlined in the ‘Health and Social Care Act 2008’.

**Safeguarding Children, Young People and Vulnerable Adults**

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. For further details please refer to the 'Safeguarding Vulnerable Adults Policy and Procedure' and to the 'Safeguarding Children Procedure'. Should you have any concerns about any child or vulnerable adult that you encounter in the course of your St Barnabas duties, please report these to your line manager and / or to the Family and Carers Support Services team.

**Health & Safety**

All employees responsible and accountable for ensuring that:-

* They work safely in accordance with any relevant and appropriate training, safe systems of work, procedures and/ or rules in force in their workplace.
* They co-operate with the Trust in matters of health and safety and take care of their own health and safety and do not endanger other by their acts or omissions
* They wear and use, at all times, the appropriate personal protective equipment provided and use all safety devices, guards etc. provided to make safe any plant and equipment.
* They immediately report defective equipment /machinery onto the Trusts maintenance helpdesk system, and isolate the equipment so that it cannot be used. Once the situation is safe then the line manager must be informed.
* They immediately report any unsafe acts or conditions using the Trusts dedicated reporting system and bring it to the attention of their line manager.
* Report any ongoing unsatisfactory responses of maintenance or safety issues to the Health and Safety Manager.
* Maintain their working and welfare environment in a clean and tidy condition.

Whilst the aim of the Trust is to promote a co-operative and constructive view of Health and Safety, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

**General Policies, Procedures and Practices**

All employees of the Trust are expected to comply with all Trust policies, procedures and practises and are responsible for keeping up-to-date with any changes to these.

**Duty of Candour**

All employees of the Trust are required to:

* Be honest, open and truthful in all their dealings with patients and the public, and ensure that organisational and personal interests are never allowed to outweigh the duty to be open, honest and truthful.
* This supplement to your job description should be regarded as an additional guide to the duties you are required to perform and is not intended to be definitive or restrictive in any way and does not form part of the contract of employment.

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**Person Specification**

**Role: Infrastructure Team Manager**

**Accountable to:**  **Head of IM&T**

**E –** Essential

**D** – Desirable

**Education and Qualifications**

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| * HNC/D or equivalent qualification or level of experience (E) * Microsoft Certified Professional (MCP) qualification(s) or working towards this (E) |  |
| * Microsoft Certified System Administrator (MCSA) qualification or working towards this. (D) * Cisco CCNA or Equivalent (D) * 3CX or VOIP Certified (D) |  |

**Knowledge and Experience**

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| * 5 YEARS experience of working within a busy IM&T support environment employing a broad range of diagnostic, trouble-shooting and resolution skills. (E) * Experience of managing a technical team. * Experience of administrating currently supported Windows Server and Client Operating systems. (E) * 3 years' experience in 3RD line support role (i.e. providing high level technical support) (E) * Experience of desktop deployment using SCCM (E) * Experience of group policy including auditing (E) * Experience of supporting core business applications such as those based on Microsoft SQL and Office 365. (E) * Continued professional development, e.g. achievements or continuing work towards relevant academic / vocational study or technical research. Developing skills in new technology areas and maintaining skillset as IT systems change. * Experience of supporting IT systems to defined IT Security and Information Governance standards (E) * Experience of working within a Healthcare / Charity organisation. (D) * Understanding of basic IT processes relating to topics such as ITIL. (D) * Support of telephony and mobile device platforms. (D) * Understanding of routing and switching. (D) |  |

**Personal Skills and Experience**

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| * Able to demonstrate a good level of understanding of IM&T and emerging technologies, including an in-depth knowledge in the following areas (E):   Active Directory/Azure AD Server 2012-2021 Linux experience (Ubuntu/Debian) Virtualisation VMware MSQL Access Control (Paxton net2) Desktop Image Creation Group Policy DNS VOIP telephony (3CX preferable) DHCP SCCM WSUS Encryption MDM  WIFI AP configuration Networking VPN (Cisco preferable) Cyber Security   * Ability to organise own work and prioritise tasks to meet deadlines and to remain composed when faced with conflicting priorities. (E) * Able to work effectively either alone or as part of a team. (E) * Ability to function well in a challenging and fast-paced environment, including the ability to cope with a busy and varied workload. (E) * Able to communicate well with staff at all levels and promote a good impression to external contacts through the ability to apply tact and discretion at all times. (E) |  |

**Specific Requirements**

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| * Willing to work at all areas of the Trust. (E) * Use of independent transport for travel to Trust sites and to attend meetings, etc. within a broad-based rural setting. (E) |  |
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**Job Description Agreement**

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

**Signature Date**

**Job Holder:**

**Line Manager:**