



# ROLE PROFILE

Role Profile			
<b>Job Title</b>	IT Infrastructure Team Leader		
<b>Section</b>	I&O	<b>Department</b>	Infrastructure
<b>Reports to (Job Title)</b>	Infrastructure Manager		
<b>Suitable for Job Share (Y/N)</b>	No	<b>If No state reason</b>	Key Role
<b>Location</b>	Delt Office – Plymouth	<b>Shift Pattern</b>	No

<b>Job Purpose</b>	<p>Responsible for leading on and delivering Infrastructure services including project capability to Delt's customers. Supporting the business with specialist technical advice in a complex and multi-tenant environment and working with the business to provide adequate resources to fulfil project delivery requirements.</p>
<b>Key Competencies &amp; Outputs</b>	<p>Works with the business for project resource allocation to meet the requirements of Delt customers and works with other teams to maximise the performance of the infrastructure platforms.</p> <p>Ensures adequate transition from project delivery to operational support; working to reduce the risk of service failure and lead on service restoration activities.</p> <p>Works to ensure documentation is accurate and current for Infrastructure solutions.</p> <p>Provides motivation and team leadership to the IT Infrastructure team, including all HR admin functions, performance management, resource allocation and escalation of issues. Deputising for the Infrastructure Manager as required.</p> <p>Delivers the IT Infrastructure Service in the most effective and efficient way and in accordance with IT strategy, technology architecture, best practice and industry standards.</p> <p>Works with colleagues and customers to ensure fit for purpose &amp; compliant services are delivered; providing estimates for work to the business to support project delivery.</p> <p>Supports the production of corporate business cases, providing estimates for internal/external delivery of secure IT solutions.</p> <p>Provides technical advice to Delt's customers to maximise their understanding. Keeps abreast of new technology trends and developing solutions in the infrastructure arena.</p> <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed</p>

<p><b>Experience, Knowledge, Skills and Qualifications</b></p>	<p><b>Essential</b></p> <p>Authoring detailed technical design documentation. Contribute to the review of other technical designs.</p> <p>Significant knowledge across the following technologies / solutions. Priority is Microsoft Server based technologies including Azure.</p> <ul style="list-style-type: none"> <li>○ Network troubleshooting</li> <li>○ Routing protocols</li> <li>○ Switching (Nexus, Catalyst &amp; Meraki)</li> <li>○ Security technologies (firewalls, NSX VPN)</li> <li>○ Infrastructure Monitoring</li> <li>○ Wireless (Cisco, Aruba &amp; Meraki)</li> <li>○ Microsoft platforms (Active Directory, Azure AD, Exchange)</li> <li>○ VMWare</li> <li>○ Nutanix</li> <li>○ Telephony and Unified Communications platforms</li> </ul> <p>Substantial and demonstrable experience of working in an infrastructure role within a complex IT environment.</p> <p>Knowledge and proven understanding of multiple IT support in an ITIL environment.</p> <p>Undertake appropriate and regular professional and personal development as required.</p> <p>A full UK driving license (or obtained within probationary period).</p> <p>Proven experience of leading on infrastructure related projects.</p> <p><b>Desirable</b></p> <p>Previous experience of leading a Technical Team although training will be provided.</p> <p>Cisco CCNP or equivalent experience</p> <p>ITIL Foundation</p> <p>Exposure to or understanding of PCI-DSS or PSN standards</p> <p>Secure Email</p>
<p><b>Corporate Standard</b></p>	<p>In accordance with Delt organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delts policies and procedures</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation</p> <p>In a people first environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behavior for them and their team(s).</p>