ROLE PROFILE

DELT SHARED SERVICES (logo)

Role Profile	
Job Title	Infrastructure Operations Team Lead
Section	Infrastructure and Operations
Reports to	Head of IT Infrastructure
Location	Plymouth

Job Purpose	Manages and oversees the day-to-day IT Infrastructure operations including monitoring of IT infrastructure, delivery of business-as-usual support, ensuring Customer Service Level Agreements are met and that Infrastructure security and compliance guidelines are achieved.
Key Competencies and Output	Leads the Infrastructure Operations function and play a key part in the strategic direction of the department, with a focus on excellent customer service for DELT and our customers in a complex and multi-tenant environment.
	Focuses on the delivery of excellent service that exceeds our customer expectations of availability, responsiveness and performance.
	Coach, mentor and support the IT Infrastructure Operations team to deliver their best and progress within their careers.
	Resource management to ensure optimal delivery of service including opportunities for efficiency through left shift and automation.
	Own the delivery of operations across networking, compute, data centre and identity management, as well as operational security.
	A strong customer service mindset with a data driven approach to IT Operations with a focus on continuous service improvement.
	Works on the creation, review and implementation of maintenance plans with a focus on customer satisfaction, security and availability, and in accordance with IT strategy, compliance, best practice and industry standards
	Ensures adequate transition from project delivery to operational support; working to reduce the risk of service failure.
	Supports the production of corporate business cases, providing estimates for internal/external delivery of secure IT solutions.
	Provides technical advice to Delt's customers to maximise their understanding. Keeps abreast of new technology trends and developing solutions in the infrastructure arena.
	Supporting the infrastructure operation lifecycle by reviewing and implementing change, supporting delivery of new services, working with key stakeholders on capacity and uptime
	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
Experience, Knowledge, Skills and Qualifications	Demonstrable experience in the following: • Proven experience in a team leadership role • Experience within a multi-customer MSP environment

	- Delivery and adherence to Cyber Essentials + and security best practice and compliance - Creation and tracking of SLAs, CSFs, KPI for management information and operational prioritisation. - Delivery of operational projects across multi-site locations. - Switching and routing in a commercial environment. - Implementation & Troubleshooting of Enterprise Infrastructure - Knowledge and understanding of data centre, compute and application environments, both on premise and cloud - Managing and maintaining firewalls in a commercial environment. (Checkpoint, Cisco ASA, FortiGate, Meraki desirable) - Experience engaging with customers (internal or external) on solution design, delivery and support - ITIL foundation Desirable experience - Implementation of monitoring and NOC services - Budget management - ITIL advanced certification - Cyber Security certification and/or training - Supporting SD-WAN Networks - Supporting public sector and health care providers.
Corporate Standards	In accordance with Delt's 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. All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures. All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures. Undertake all duties with regard to the Delt equalities policy and relevant legislation. In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).