



# ROLE PROFILE

Role Profile			
<b>Job Title</b>	Identity and Collaboration Service Owner		
<b>Section</b>	Infrastructure	<b>Department</b>	Infrastructure & Operations
<b>Reports to (Job Title)</b>	Head of IT Infrastructure		
<b>Location</b>	Plymouth		

<b>Job Purpose</b>	<p>Acting as Service Owner, this role is responsible for developing and operating the services which Delt offer our customers leveraging available Identity and Collaboration services; ensuring Delt's Identity and Collaboration Services are secure, available, flexible and efficient.</p> <p>Ensures the service, and the supporting team balance BAU and Project Delivery to meet Delt's customer's strategic objectives</p>
<b>Key Competencies and Output</b>	<p>Leads the Identity and Collaboration Service team, playing a key part in the strategic direction of the infrastructure department, with a focus on excellent customer service for DELT and our customers in a complex and multi-tenant environment.</p> <p>Ensures that Risks or Issues in the delivery of these competencies are clearly documented and either mitigated or accepted working with the Head of IT Infrastructure</p> <p>Focuses on the delivery of excellent Identity and Collaboration services that exceed our customer expectations of security, availability, flexibility, and efficiency.</p> <p>Ensures that the Identity and Collaboration Service team is managed effectively including recruitment performance, succession &amp; wellbeing management resource assignment.</p> <p>Keeps up to date with modern practices of Infrastructure Service Management, Service Management and embraces new ways of working to improve the Identity and Collaboration Services provided by DELT.</p> <p>Demonstrates strong customer service mindset with a focus on the co-creation of value with DELT's customers utilising Identity and Collaboration services in a repeatable, service orientated manner.</p> <p>Maintains an understanding of the Infrastructure Departments internal DELT customers (e.g., Project &amp; Service Managers) and ensures a consistently high standard of customer service for all customers (internal and external)</p> <p>Works on the creation, implementation and review of maintenance plans with a focus on security, availability, flexibility and efficiency.</p> <p>Ensures compliance of all change activities within the Identity and Collaboration environment with relevant policies and procedures; providing advice on associated risks, backout and test plans for the implementation of those changes and other changes that could impact the DELT Identity and Collaboration Services.</p> <p>Ensures Projects leveraging the DELT Identity and Collaboration Services have an appropriate approach that ensures the ongoing Security, Availability, Flexibility and Efficiency for all of DELT's customers working closely with the technical architect. Includes delivery of projects in a repeatable, and supportable manner.</p>

	<p>Provide accurate estimates for service provision including resourcing, licencing, equipment and supporting services in consultation with the Head of Infrastructure ensuring compliance with budgetary or licencing restrictions that may be in place.</p> <p>Ensures an appropriate balance of resource assignment between Project and BAU activities to allow for DELT and its customers to deliver their strategic objectives in consultation with the Head of Infrastructure.</p> <p>Provides supporting information to ensure services can be transitioned into live operations smoothly; providing information during service design to ensure that new services are delivered in a repeatable and supportable manner.</p> <p>Develops and maintains incident resolution procedures in agreement with service owners. Ensures that escalated incidents are resolved within Service Level Agreements and that resolved incidents are properly documented and closed.</p> <p>Ensures configuration items, hardware and software assets relating to Identity and Collaboration services are appropriately documented and managed throughout their lifecycle.</p> <p>Ensures capacity management for Identity and Collaboration services is undertaken including modelling and forecasting working closely with the technical architects.</p> <p>Provides advice and guidance on Identity and Collaboration Service availability, whilst co-ordinating the investigation of breaches in availability targets and remedial activities</p> <p>Ensures risks relating to the Security, Availability, Flexibility or Efficiency of Identity and Collaboration services are appropriately managed, or escalated working closely with the head of infrastructure.</p> <p>Ensures Identity and Collaboration services are suitably protected from Cyber Incident by developing standards for DELT's Identity and Collaboration Services that adhere to relevant best practice.</p> <p>Ensures the impact of disaster or cyber incident is minimised with robust, tested backup and recovery mechanisms and procedures.</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>Proven experience in a team leadership role, within an enterprise IT Infrastructure</p> <p>Experience in dealing with conflicting priorities from multiple customers.</p> <p>Delivery of operational projects within Entra ID, Active Directory, M365 or other associated tools</p> <p>Development of standards relating to Identity and Collaboration services to ensure repeatability.</p> <p>Development of a knowledge base and documentation to support an infrastructure team in an MSP environment.</p> <p>Delivery of an improvement plan including monitoring and automation</p> <p>Implementation &amp; Troubleshooting of Identity and Collaboration services within an enterprise environment including M365, Active Directory, Entra</p> <p>Experience engaging with customers (internal or external) on service design, delivery and support.</p> <p>Experience working within an enterprise ITIL environment and foundation certified</p> <p><b>Desirable qualifications</b></p> <ul style="list-style-type: none"> <li>• ITIL advanced certification</li> <li>• Cyber Security</li> <li>• 365 or Azure qualifications</li> </ul>
<p><b>Corporate Standards</b></p>	<p>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.</p>

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 behavior for them and their team(s).