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| Role | Infrastructure & Service Desk Manager | Location | Home-based |
| Accountable for | Business Systems & End User Support | Accountable to | Associate Director, Technology |
| Core Anchor Level | Competency Framework: Deliver | Travel | Occasional travel required, including for team meetings. |
| DBS check | Not required | Hours | 35 hours per week |
| Contract type | Permanent | Salary | Circa £45,100 per annum |

Overall purpose and impact

To lead the Infrastructure team in ensuring the organisation’s infrastructure is secure, resilient, available, and appropriately scaled to meet business needs. The role will ensure close collaboration with the Service Desk and Application teams to resolve incidents and problems efficiently. It will also oversee the successful delivery of new products and changes, in line with approved project and change requests that have completed the internal triage process. In partnership with other areas of the technology department, the role will ensure all products are fully supported during business-as-usual operations. Additionally, the role will assume the day-to-day responsibilities of the Senior Infrastructure Officer when required.

To lead the Service Desk team in delivering a high-quality, measurable support service to all users across technologies and equipment. This includes ensuring all incidents and service requests are appropriately triaged, resolved to stakeholder satisfaction, and delivered in line with agreed service level agreements. The role will also manage the asset catalogue and maintain all documentation and software within the Service Desk’s remit.

| Responsibilities | Measured through the delivery of |
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| Lead and manage day-to-day infrastructure, infrastructure operations, and Service Desk activities to improve cost efficiency, performance, and end-user satisfaction. | Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements |
| Design, maintain, and continuously improve a resilient, secure, and cost-effective technical infrastructure and topology. | Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements |
| Oversee service management processes including incident, problem, event, access, and request management, ensuring effective prioritisation, ownership, communication, and resolution against SLAs. | Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements |
| Ensure the Service Desk provides effective triage, timely resolution, monitoring, reporting, and clear communication of all incidents and service requests. | Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements |
| Maintain accurate records, documentation, and asset registers for all infrastructure, devices, software, and services | Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements |
| Manage IT resource requirements to ensure an appropriate balance between business as usual and project demands | Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements |
| Ensure infrastructure security by design, including patching, access management, risk mitigation, and change impact assessment. | Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements |
| Develop and deliver new services and infrastructure changes in line with business requirements, projects, and approved change requests. | Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements |

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| Define, monitor, and report on KPIs, service performance, and trends to support continuous improvement and long-term planning. | Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements |
| Manage supplier relationships and third-party support, and contribute to technology projects and organisational initiatives as required. | |
| Build and maintain team capability by ensuring the infrastructure and Service Desk teams have appropriate skills, tools, and guidance, and work collaboratively to troubleshoot and resolve problems efficiently. | Team charter; Directorate charter; Annual objectives; Team objectives, Service Level Agreements |

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| Person Specification – listed below is the essential criteria for the role |
| Experience |
| Specialised knowledge of IT systems and their development |
| Excellent understanding of Microsoft technologies, including Office 365 |
| Excellent understanding of technology security. |
| Excellent understanding and use of Cloud Technologies – AWS / Azure |
| Excellent understanding of Server/Computer hardware |
| Excellent understanding of Server & End User applications |
| Excellent understanding of network design & TCP/IP |

| Skills and abilities |
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| Evaluate delivery options and design the best solution with technology peers, aligned to strategy; plan and schedule delivery across business as usual, projects and change |
| Ability to devise technical and original solutions to user problems |
| Ability to develop, produce and maintain schedules with your technology department peers for activities that take account of dependencies, resource requirements and constraints to manage the Infrastructure team portfolio and inform project management. |
| Define and manage release and change controls to meet governance, compliance and security requirements, including impact/risk assessment, monitoring/documentation, and tested rollback plans. |
| Manage Service Desk demand, triage and first/second/thrid line support during outages, change and projects; communicate clearly and guide users through troubleshooting |
| Ability to implement Service Desk best practice, including agreed elements of the Service Desk Institute and ITIL frameworks. |
| Represent the technology department in organisational-wide projects and initiatives involving infrastructure changes. |
| Other requirements |
| Ability to demonstrate an understanding and commitment to our corporate values |
| To be committed to the principles of equal opportunities and diversity |
| Willingness to undertake training and continuing professional development |
| Professionalism and integrity |