# Role profile

* **Job title:** Lead Infrastructure Engineer (Cloud and Server)
* **Grade:** 10
* **Business area:** Digital Services
* **Reporting line:** Delivery Manager (Technology)
* **Team:** Technology Team, Digital Solutions

## Job Purpose

Proactively support the provision and development of an Information and Communications Technology service to meet the needs of the organisation now and in the future. Managing a team of Infrastructure Engineers with on focus on cloud and server technologies.

Support the delivery of the blueprint for the future development of the technical landscape, considering the Digital Service’s Strategy, organisational requirements, and newly available technologies.

Focusing on the use of server and cloud technologies as an enabler to deliver organisational outcomes, also taking responsibility for the delivery of third line support function.

## Key working relationships

* Senior Infrastructure Engineer (Cloud and Server)
* Infrastructure Engineer(s)
* Digital Services Team Leaders
* Digital Services Management
* Head of Data and Enterprise Architecture
* Delivery Manager (Data and Applications)
* Lead Infrastructure Engineer (Security)
* Change Enablement
* Procurement and Finance Services
* Suppliers
* Customers/users within GMCA

## Key Responsibilities

* Design, develop and deliver scalable cloud and server technologies that meet GMCA’s Digital, Data and Technology (DDaT) ambitions as captured in the DDaT Strategy. Demonstrating expertise in cloud and server technologies with a deep understanding of cloud/server architecture, network configurations, and cloud services.
* Have the ability to troubleshoot complex technical issues and implement robust solutions, ensuring minimal downtime and optimal performance. Proficient in diagnosing and resolving hardware, software, and network problems.
* Lead, coach and performance manage a technical team responsible for the organisation’s technology, supporting ecosystem, services and platforms. Acting as primary point of escalation for all issues.
* Manage and be accountable for the cloud and server platforms ensuring that they are efficiently provisioned, utilised and that they deliver value for money.
* Be accountable and responsible for cloud and server related incident and request management.
* Contribute to the development and delivery of a long-term plan for technical skills that align to the organisation’s target operating model.
* Be accountable for the series of ongoing cloud and server projects. Provide technical support to the project resources within the Technology Team and reporting of progress.
* Define, analyse, plan, measure, monitor, and enhance all aspects of the availability of cloud and server services, ensuring that the platforms, processes, and tools are aligned with the established availability targets.
* Develop, coordinate, and support Disaster Recovery (DR) and Business Continuity Management (BCM) activities for GMCA’s cloud and server technologies, including the development and testing of DR plans to ensure resilience and continuity.
* Maintain and develop an effective working relationship with all relevant suppliers, contractors, service providers, regulators, and other external agencies to ensure that the organisation enjoys an excellent level of service to meet its operational and statutory duties.
* Acting as the point of escalation or contact for contracted suppliers, understanding how and when third parties should be brought into digital, data and technology.
* Ensure that cloud and server solutions are implemented in accordance with security best practices, adhering to NCSC and government guidelines (e.g. secure by design).
* Be accountable for ensuring that all infrastructure platforms are consistently kept up to date and regularly patched, implementing best practices to maintain security and performance across all systems.
* Own and maintain the knowledge base (KB) for cloud and server technologies. Emphasise the importance of this documentation and encourage all team members to contribute, fostering a culture of knowledge sharing and continuous improvement.

## General

* Actively promote the values of GMCA.
* Build effective relationships with clients, customers and key stakeholders.
* Where required, coach system users to develop effective skills, and provide guidance and support on the use of systems and tools to enable them to undertake their roles.
* Provide positive challenge to colleagues across the organisation in considering how things can be done better and more effectively.
* Communicate effectively to ensure all relevant stakeholders are informed and up to date with relevant information, statuses, and progress.
* Accurately prepare documentation, communications and information including letters, emails, contracts and records.
* The role holder will work collaboratively across the directorate engaging with internal customers, clients, and stakeholders to provide internal focused consultancy, support, and guidance.
* Proactively contribute to continuous improvement of systems and processes to ensure procedures, policies and guidance are updated in line with legislative and social changes.
* Review key performance indicators to identify and address issues arising, spot trends and take appropriate action to learn, share and improve.
* Seek feedback and elicit wider priorities to support and enable colleagues to meet the needs of the organisation.
* To always hold yourself and others to a high standard of professionalism, demonstrating your commitment to our values and behaviours as well as ensuring service confidentiality is maintained throughout all we do.
* Working with other teams internally and externally collaboration is maximised and supporting on activity where appropriate.
* Ensure the services delivered internally and externally are inclusive and accessible.
* To align work area to the Sustainability Strategy and ensure work practices are inclusive of this value & strategic intent.

**NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.**

## Knowledge, Skills, and Experience

### **Knowledge & Experience**

* Experience in all aspects of designing, planning, implementing, maintaining, and troubleshooting a complex on-prem and cloud infrastructure environment.
* Experience as the technical lead in deploying large, complex infrastructure solutions, both in the cloud and on-premises.
* In-depth understanding of security in relation to on-prem or cloud deployments.
* Thorough and up to date knowledge of IT security best practices, for example interpretation of National Cyber Security Centre (NCSC) guidance, Microsoft security best practice, etc.
* A good understanding of networking and DMZ, on-prem and in Azure.
* Advanced knowledge and demonstratable experience in the following technologies:
	+ On-prem and Cloud Microsoft infrastructure
	+ SAN storage systems
	+ On-Prem Active Directory\Microsoft Entra ID
	+ PowerShell and Command Line Interface
	+ RADIUS and WAP
	+ PKI and certificate infrastructure
	+ Microsoft Defender suite
	+ Windows server
	+ VPN technology
	+ M365 and E5 administration
	+ Microsoft Exchange
	+ Load Balancer technologies
	+ Enterprise Backup
	+ Infrastructure monitoring solutions
* Your role will not be limited to cloud /server, but this will be your primary responsibility. You should be competent in IT infrastructure generally and will be expected to undertake project work and support in other areas as business needs dictate.

**Essential**

* Educated to degree level in relevant area.
* Extensive experience working in an IT Infrastructure role.
* Experience managing\leading a technical IT team.
* Microsoft or other vendor certifications within the relevant area.

### **Desirable**

* ITIL certification.
* Relevant professional qualification.
* Experience of project management methodologies and principles.

### **Skills, Values & Behaviours**

* Well-developed verbal and written communication skills, including report-writing, presentation and facilitation, able to advise / influence at all levels.
* Ability to convey often complex information and guidance in a clear and understandable manner appropriate to the recipient.
* Ability to build strong and trusting relationships with clients, customers and colleagues.
* Self-motivated with an ability to prioritise and organise work effectively to meet deadlines.
* Ability to collate, critically appraise and present information from a range of sources using excellent analytical skills.

**Team working skills**

* Experience of supervising/mentoring/performance within a team.
* Ability to generate new ideas, alternative options and develop realistic and practical solutions.
* Excellent relationship management skills with demonstrated ability to develop effective relationships with key stakeholders and colleagues.
* Clear focus on delivering positive outcomes.
* Acting as a role model for the directorate.
* Able to work flexibly and independently, covering other areas of the department as required.

## Corporate Duties

*Do not behave in way which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.*

*Safeguard at all times confidentiality of information relating to staff and pensioners. Refrain from smoking in any areas of Service premises.*

*Behave in a manner that ensures the security of property and resources. Abide by all relevant Service Policies and Procedures.*

***Records Management / Data Protection*** *- As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.*

***Confidentiality and Information Security*** *- As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.*

***Data Quality*** *- All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols. To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.*

***Health and Safety*** *- All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.*

***Service Policies*** *- All GMCA employees must observe and adhere to the provisions outlined in these policies.*

***Equal Opportunities*** *- GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.*