

## Job Description

<b>Post Title:</b>	<b>Systems Infrastructure Manager</b>		
<b>Directorate:</b>	<b>Business Support</b>		
<b>Department:</b>	<b>ICT</b>		
<b>Location:</b>	<b>HQ Birstall</b>		
<b>Grade:</b>	<b>F/G</b>	<b>Date:</b>	<b>October 2020</b>

<b>Responsible To:</b>	<b>ICT Manager</b>
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<b>Liaison With:</b>	<b>External suppliers, Internal ICT team</b>
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### **Purpose of Job:**

- Ensure the ICT infrastructure in place to support service delivery is robust, effective and secure. Be responsible for several large scale critical physical systems, including delegated responsibility for infrastructure associated budgets
- Support the transition from an on-premises infrastructure model to software as a service delivered from the cloud. Act as main supplier to the LFRS Microsoft 365 transformation programme as we improve service delivery across LFRS.
- Ensure essential infrastructure related knowledge is captured and embedded within the ICT team, that operational risks are understood and mitigated.

## **Main Activities, Duties and Responsibilities:**

1. Maintain and provide level 2 support on servers including hyper V and VM ware v-Sphere, windows server OS. Plan for future changes in server provision and configuration, monitor performance and provide reporting as required.
2. Maintain and provide level 2 support on Network LAN including, Cisco switch configuration, UTM, cabling and WLAN. Plan for future changes. Monitor and report on network performance against agreed KPIs.
3. Work with internal stakeholders to ensure efficient operation of specific LoB systems and their associated infrastructure requirements.
4. Work with telecom suppliers to monitor and report on LFRS WAN resilience and performance, ensuring SLAs and agreed targets are met. Contribute knowledge and expertise to ICCS / mobilisation services via Tri-services. Plan for choices around future WAN architecture and costs (MPLS, SD- Wan). Ensure LFRS gets best value for money on site to site and internet connectivity.
5. Monitor and report on all other LFRS communication infrastructure (including radios, airwave, CCTV/ 4g tech) that supports response communications. Plan for future developments, especially around ESN transition.
6. Work as chief supplier to the Microsoft 365 transition programme. Ensure transition pre-requisites are in place. Monitoring and reporting on work around AD / Azure readiness, Exchange transition to hybrid mode and securing access to cloud hosted services. Plan for infrastructure changes required to maintain agreed service level delivery post migration. Produce reporting information as required on progress and performance of Microsoft 365 transition.
7. Maintain up to date information on our Change Management System. Act as a Change Authority or Change authorisation board member as required.
8. Maintain up to date Asset registers for all LFRS infrastructure and report on them as required, including end of support and End of Life dates and consequent replacement schedules
9. Maintain infrastructure relevant knowledge library / known problem lists in the Service Desk Management system.
10. Operate the LFRS procurement system around selecting supplier and partners as required to ensure infrastructure meets requirements. Negotiate SLAs, monitor and report performance against KPIs. Be responsible for ensuring value for money and budgetary targets are met.
11. Maintain and report on network security, including responsibility for regular vulnerability scanning, annual penetration testing, maintenance of Cyber Essentials Plus certification, and PSN health checks partner selection.
12. Maintain up to date documentation and training guides using LFRS policy and procedure templates to ensure knowledge sharing with relevant specific members of the ICT team and business continuity.
13. Internal training of ICT team to ensure knowledge is shared and embedded in processes and that the support team understands issues, problems, risks and how to handle them.
14. Responsible for contributing to ICT departmental plan on all infrastructure related activity, developments and projects.
15. Work with corporate Risk Officers to ensure infrastructure related operational risks are documented and mitigated and emergency response planning is up to date.

## **Other**

16. To carry out all tasks associated with this post in accordance with Leicestershire Fire and Rescue Service's Equality and Diversity Policies.
17. To maintain compliance with Leicestershire Fire and Rescue Service's Health and Safety Policies.
18. To carry out such duties as may from time to time, be agreed and directed by the Chief Fire Officer which are commensurate with the grading of this post.

### Special Features

To promote, uphold and act in accordance with the Service values:

- ✓ Professional – competent, reliable, respectful
- ✓ Positive – constructive, confident, enthusiastic
- ✓ Honest – truthful, trustworthy, fair

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual job will change and existing duties may be lost or others gained without changing the general character of the duties or the level of responsibility entailed. As a result, the Authority will expect this job description to be subject to revision.

**Signature of Post holder** \_\_\_\_\_ **Date** \_\_\_\_\_

## Additional Information for Job Evaluation

<b>Budget Directly Responsible For:</b>	None
<b>Budget Indirectly Responsible For:</b>	£500K
<b>Number of employees Responsible For:</b>	none
<b>Qualifications and Experience Required:</b>	Degree or substantial experience in Infrastructure Management Cisco qualification, at least CCNA

