Job Description

Job Title: Network Services and Infrastructure Manager

Reports to: Senior IT Services Manager

Responsible for: Network Services and Infrastructure Technician

Hours: 37.5 (Fulltime)

Salary: £38,000 – £40,000

Job Purpose:

Primarily responsible for the management and maintenance of the business IT network Infrastructure. Ensuring that business services and network operations are managed and maintained across the network, supporting stability and growth.

Managing a legacy estate of mixed architecture and services, you will assist with the transition and migration support of our new tiered architecture model and modernisation project. Managing and overseeing the transition of service migration between legacy and new network, commissioning new infrastructure models and IP services, including cloud infrastructure.

The role will manage the current BAU network services team and business helpdesk requirements, whilst also playing a key role in the implementation and migration project to a new network design. Ensuring that industry standard security is implemented and maintained across the estate.

Managing a small team, you will define and deliver the network service policies and procedures, including security, data protection and disaster recover. Managing direct relationships with service providers and support resources.

Objectives	Typical Tasks
Manage and maintain current legacy network infrastructure and support stability. Including documenting the existing estate and creating and network design schematics. Managing transition and change control across this infrastructure.	- Define the existing network estate and understand the current legacy. - Produce and maintain a technical document library of network information and service management. - Collate a service, supplier and contract catalogue - Review and refine current service delivery models and business support. - Support and manage the Network Services team through a best practice model of delivery
Review and define network services policies and procedures.	- Complete a full review the current network services procedures, document and define a

	- continuous improvement model - Conduct a network audit and current state assessment, manage and maintain through transition. - Ensure that the Network Services team daily operations are prioritised and audited
Implementing and migrating the new network architecture model and services.	- Working to business priorities, delivering the implementation of a parallel infrastructure and service transition project - Commissioning new network infrastructure to replace a legacy estate of services - Working directly with a partner model to help complete the successful transition to the new tiered architecture and support services - Planning and liaising with the business process and service managers on the programme of delivery
Service ownership of all IT infrastructure and operational excellence model.	- Define a service model of delivery excellence and continuous improvement, aligned to the new infrastructure project - Managing the IT Helpdesk and support delivery, acting as technical escalation and responsible for SLA performance - Assist in the management of 3rd party service providers and contacts - Manage the wider IT infrastructure elements - including WAN, LAN, Client PC's, Microsoft licensing, mobile telephony, remote sites and users - Own network security and management, defining best practice security policies and standards
Environmental and asset management.	- Develop and maintain a hardware / software standards lifecycle management and support model - Implement and manage an asset management framework - Own and manage all hardware and software applications assets - Own and manage the hardware inventory, asset tracking, monitoring and depreciation - Ensure audit compliance, managing general IT policy controls - Define a patch management and software application security framework - Application licensing control and compliance
Innovation and service development.	- To develop a culture of continuous service improvement, bringing new opportunities and initiatives forward to develop services.

	- To assist in the review of policies and procedures to ensure that they meet current regulatory, statutory and legal requirements. - To share knowledge and best practice across the Charity through training, briefings and attendance at meetings with colleagues.
Any other relevant duties.	- To undertake any other relevant duties to support the delivery of the service. - To provide support to colleagues within the Charity as and when required to ensure services are maintained.

Dimensions

Level of Disclosure: Enhanced without barring

Person Specification

Essential:	Desirable:
- Experience in managing a multi-site IT infrastructure estate, including cloud and hybrid services - Minimum of 5 years' experience in an infrastructure role - Managing an IT Helpdesk - Strong knowledge and understanding of Active Directory, DHCP, DNS, Group Policy and network related services - Tenanted Office 365 Management and support (365 Admin, Azure AD, Teams, SharePoint) - Microsoft Azure & Intune - Cloud based end point protection - Apple & Android MDM - Experience of Cisco Networking - Participate in on-call rotation for after-hours support.	- Experience in managing complex IT projects from inception to delivery - Project management qualification - Operate effectively in a highly varied environment - Manage competing priorities and periodic workload spikes / unplanned incidents - Calm and pragmatic - Highly organised and able to respond well to change - ITIL Foundation v4 qualified