

Job opportunities



Supporting
government

Position details

Position:	Head of Infrastructure
Hours:	37 hours + out of hours support availability required
Location:	All Strata Sites (Honiton/Exeter/Newton Abbot)
Vacancy type:	Permanent
Closing date:	Wednesday 22 June 2022 midnight

Job pack and how to apply

Please visit the [Strata website](#) for a job pack.

To apply, please send your CV to jobs@eastdevon.gov.uk

If you experience any difficulties applying for these roles please contact the HR team.

Strata Human Resources
East Devon District Council
Blackdown House
Border Road
Heathpark Industrial Estate
Honiton
EX14 1EJ

Phone: 01395 516551

Email: jobs@eastdevon.gov.uk

Head of Infrastructure

Exeter/Newton Abbot/Honiton

£45,648 - £48,717 per annum

37 hours per week

Full Time & Permanent

About Strata

Strata provides IT services to three Councils, but it is a separate company owned by the public sector, based in Exeter, along with offices in Newton Abbot and Honiton.

Strata is at a stage where more investment is needed in IT and needs additional talented and ambitious staff to develop the technology estate to one which is much more Cloud and 'Digital' in focus and delivery. We are looking for that person to help deliver those goals in leading the Infrastructure team. Through our public sector ownership all employees benefit from access to the Local Government Pension Scheme.

About the role

The role of Head of Infrastructure is one that is key to delivering on the Digital transformations of our three clients. It is a time of great technology transformation and great change for the councils in how they deliver their services. We need someone that can embrace the challenge of managing both BAU IT services and still delivering cost effective and transformational technology solutions which really help the Citizens of the three Councils.

This will suit you if are looking for a role which will not only test and challenge you from a technology perspective but will deliver huge reward and satisfaction knowing your work will help to serve the citizens in the local community. If you are keen to develop and grow your management skills and manage a team of dedicated technical staff, then please get in touch.

The role will require a strategic thinker who can also manage the tactical as it happens to minimise incidents and maximise quality and availability of services. The team encompasses the Network, Telephony, Server and Storage aspects of infrastructure and has a large VDI environment. We have a WAN with circa 90 sites interconnected to our two data centres and several server suites.

There will be an element of out of hours support availability required and out of hours working when significant upgrades are performed but nothing one would not expect for a role such as this.

Onsite attendance will be required at Strata's three sites (Exeter, Newton Abbot & Honiton) and some homeworking will also be possible.

About you

Ideally, we are looking for an experienced infrastructure manager, but we are always keen to develop staff and if you think you have relevant significant experience in IT and team leadership and want to grow then perhaps this is the role for you to do just that. If you have public sector or a mix of public and private sector experience, then we would like to hear from you.

A driving licence and your own transport is essential (although reasonable adjustments may be possible) as you will be required to travel regularly to all Strata sites.

Apply

To apply, please send your CV to jobs@eastdevon.gov.uk

For an informal discussion about the position please contact Mark Davies, Director of IT & Digital Transformation on 01392 265800 or email mark.davies@strata.solutions For a job description please visit <http://strata.solutions/>, or alternatively, if you do not have internet access call 01395 517553.

Closing date: 22nd June 2022

Interviews will be held early July

JOB DESCRIPTION and PERSON SPECIFICATION



Supporting
government

Post title: Head of Infrastructure

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

Grade & Salary: Grade 9

Responsible to: IT Director

Responsible for: Up to 8 direct reports

Strata purpose:

Provide Strata's customers with strategic IT leadership and professional, resilient and cost effective IT services to help them meet their corporate objectives.

Job purpose:

Design, implement and manage a cost effective, resilient and secure ICT infrastructure to meet the needs of Strata's customers. This in particular needs to make the most effective use of the Public Cloud and the Private Cloud offered through the Strata data centres and all the network connectivity both local area and wide area, to all end user devices whether fixed, mobile or remote.

Design, implement, manage and keep under review a, resilient, modern, cost effective telephony platform to meet the needs of Strata's customers.

The scope of this role includes primary accountability for the data centres and their server, storage and networking infrastructure, the management of Public Cloud service and monitoring, control and provisioning of services within, and all network both WAN and LAN up to the supplier edge equipment. The local investment has been estimated at a value in excess of £2,000 000.

Core accountabilities:

1. Design, implement and manage a cost effective, resilient and secure ICT environment to meet the needs of Strata's customers. This environment covers the existing two data centres, Private and Public Cloud, the MPLS network which links all the sites together, the services to support the end user devices.
2. Support the Director of IT and Digital Transformation in defining the ICT Strategy to deliver against the Digital Strategy outcomes of the three authorities.
3. Analyse current Infrastructure delivery model and identify areas where improvements could be made.
4. Identify and mitigate risk within the existing Infrastructure environment.
5. Deliver and maintain a complete ICT infrastructure that meets the need of Strata's customers in all respects and complies effectively with Public Secure Network (PSN) Code of Connection requirements. The delivery of the Infrastructure service must incorporate the required security products and configuration as determined in conjunction with the Security and Compliance Team.
6. Oversee the delivery of the 2nd Tier of the Strata Out of Hours service (the 1st Tier is delivered by the Strata Support team). Manage and potentially contribute to the on-call rota for the OOH 2nd Tier.
7. Specify, procure and manage the contracts required to deliver a cost effective, resilient, secure IT infrastructure and support service, this will include the management of support contracts with VMWare, Dell, VirginMedia, etc, to name a few.
8. Manage complex projects for the implementation and management of the Strata infrastructure such as building fit outs.
9. Be part of or lead multi-disciplinary and corporate teams as needed to identify and make improvements to Strata service delivery and performance, using a continual service delivery methodology.
10. Work in close co-operation with all teams within Strata to ensure delivery of the Infrastructure to support the customers' holistic IT requirements.
11. Measure performance of the team and the infrastructure and, through formal analysis, implement changes that enable continuous improvement.
12. Develop, document and keep current a comprehensive set of operating processes for the team and provide input to the Strata Business Continuity Plan
13. Develop and maintain good communication and relationship with customers, through attendance at each authorities IT Requirement Board meetings
14. Regularly attend the Joint Executive Board and Joint Scrutiny Committee meetings
15. Attend quarterly Strata Board meetings and provide updates on projects, roadmap and staffing
16. Ensure an up to date awareness of latest IT technology, issues, risks and how this relates and could be relevant for Strata and its customers.

17. Provide effective leadership and strong performance management of the team. Be accountable for staff related matters within the team by ensuring that Human Resource policies are implemented appropriately including performance management, learning and development, absence, discipline and grievance issues.
18. Encourage a systems thinking and learning culture and positively manage the training and development of staff within the Infrastructure Team to help make Strata the IT company of choice for local IT professionals.
19. Manage the financial monitoring and performance of budgets and resources effectively and in accordance with Strata's policies. Ensure that the service operates within agreed financial criteria and achieves best value in procurement and tender exercises.
20. Produce an annual budget for the Infrastructure team, to cover both staff costs and supplies and services costs.
21. Support Strata's and its customers' approach to equalities and diversity ensuring that services and policies identify, address and promote the needs of the diverse communities.. This includes the need for safety of children and other vulnerable people.
22. Take personal responsibility for the relevant aspects of Strata's Health and Safety Policy and also Strata staff compliance with all customer policies when on their sites.
23. Ensure own, staff and customer awareness and compliance with Strata policies.
24. Evaluate and assist in managing risk across the delivery spectrum of Strata.
25. Produce an Infrastructure team monthly report for inclusion in the Strata Monthly Performance report
26. Provide approvals for the Change Advisory Board (CAB) as and when request
27. Provide and ensure all changes to the infrastructure are documented appropriately and review existing infrastructure documentation and ensure it is updated and kept so.
28. Act as a point of escalation within the Strata Customer Service Plan
29. Lead Major Incident teams in the event of a significant failure of the Infrastructure
30. Understand and be able to articulate product and service roadmaps from infrastructure partners / providers
31. Maintain excellent relations with key Infrastructure support partners
32. In the event of a major incident lead on the creation of an Reason For Outage report
33. Lead the team to evaluate and innovate on how emerging Infrastructure technology can assist and improve the service that the authorities delivers to customers.
34. Ensure an accurate inventory of all asset data is kept live in the CMDB (Configuration Management Database) and current for the areas of responsibility of the team.

35. Develop and maintain good communication and relationship with all Strata customers and suppliers in conjunction with the Supplier Manager.
36. Undertake and attend relevant training courses, industry information events, and build and use relationships with other authorities and IT partners.
37. Develop and deliver a proactive system monitoring capability, ensuring key infrastructure is monitored 24/7/365.
38. Provide regular input to the updating of the Customer Service Plan to ensure it is accurate and correctly reflects the service which Strata delivers.
39. Assess Strata's readiness for the migration to the Cloud of relevant applications and / or Infrastructure. Understand and be able to articulate the business benefits, risks and financial implications of the migration to Cloud based solutions.
40. Ensure that the skills of the Infrastructure Team are kept current and reflective of strategy

PERSON SPECIFICATION – Head of Infrastructure

Category	Requirements	Essential/Desirable (E/D)	Method of Assessment
Education/training	<ul style="list-style-type: none"> ▪ Good general school background ▪ Information Technology degree ▪ ITIL ▪ Prince 2 ▪ Management/leadership qualifications 	<p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>	
Knowledge	<ul style="list-style-type: none"> ▪ Understanding of Modern IT Architectures and how technologies can be integrated to deliver a world-class IT infrastructure ▪ Detailed working knowledge of WAN and LAN topology; server, storage and application virtualization; software control and deployment; voice and mobile technologies and their management tools, processes and costs. ▪ Incident and problem management based on ITIL principles and the use of support software. ▪ IT security (in particular Cyber security) and how to mitigate against attacks through infrastructure. ▪ Excellent knowledge of local government business and processes. ▪ More detailed technical knowledge in several of the areas identified: Networking, VPN, firewall config DNS, DHCP Cloud Private / Public SAN technologies Microsoft M365 (inc Teams) AD config and support VMWare and VDI Device and software distribution tools Availability monitoring tools 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p>	
Skills and Abilities	<ul style="list-style-type: none"> ▪ Understanding of full & Hybrid Cloud Environments ▪ Able to clearly prioritise tasks and coordinate own and team's 	<p>E</p> <p>E</p>	

	<p>workloads in customer facing support roles</p> <ul style="list-style-type: none"> ▪ Excellent trouble shooting and faulting skills under pressure. ▪ Sound project management ability for complex ICT projects. ▪ Able to build productive and collaborative relationships with key customers and colleagues ▪ Able to analyse problems to root cause and develop improvement strategies and actions. ▪ Makes best use of available information and resources to exercise decision making responsibilities ▪ Communicates honestly, openly and clearly ▪ Focuses on the system of work and pays attention to measures and deadlines 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
Successful experience in	<ul style="list-style-type: none"> ▪ Leading and performance managing an IT infrastructure team ▪ Managing and being part of complex IT projects ▪ Developing and implementing an ICT infrastructure for a business ▪ Negotiating with suppliers and managing contracts ▪ Deploying cloud solutions ▪ Deploying Microsoft cloud solutions 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	
Special requirements	<ul style="list-style-type: none"> ▪ A valid driving licence and own car with business insurance are essential (reasonable adjustments may be possible according to the Equality Act). ▪ Due to the physical nature of IT Infrastructure living within a one hour commuting distance 	<p>E</p> <p>E</p>	

Strata is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for, and undertake the duties of its jobs.

RISK ASSESSMENT PROFILE

[RAP forms part of the Job Description please ensure a copy is always attached]

Status (please tick)

Permanent	x	Temporary From to	
Full time	x		
Part time / Job share		Casual	
No of hours per week		Voluntary	

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	Seldom or never	Level 4	Regular (2-3 times per week)
Level 2	Occasionally (once a month)	Level 5	Daily
Level 3	Fairly regularly (1 per week)		

Potential risks and hazards	Level of Frequency
Computer user	5
Car driving	4
HGV, LGV driving	1
Prolonged sitting, standing	5
Exertion (other than lifting)	1
Lifting	2
Manual handling – repetitive movements, bending twisting	1
Working with the public	1
Face to face contact with abusive customers	2
Lone working	2
Night working = 3 hrs or more between 11pm & 6am	1
Shift working	2
Use of chemical and or skin irritants	1
• Head phone use/ auditory performance / noise	1
❖ Hand arm vibration / noise	1
❖ Use of machinery / noise / vibration	1
Outside working / inclement weather	1
Exposure to the sun through outside working	1
Working at heights (above 2 metres)	1
Working in confined spaces	2
Risk of exposure to bodily fluids	1
Risk of contact with infectious diseases	1
Risk of exposure to asbestos	1
Other - please specify	

- Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 [If unsure please check with Health & Safety Officer]
- ❖ Any post identified in levels 2-5 will require a hand arm vibration screening test

The document was reviewed & completed by Joanna Fellows and Laurence Whitlock 17th Feb 2022