

IT Services Infrastructure Team Manager

ROLE OVERVIEW

Job Title: IT Services Infrastructure Team Manager

Grade: SP34 to SP38

Contact Hours: 37 per week (1FTE)

Contract: Permanent

Department: CIS

Responsible to: Head of IT Services

Functional Links with: Senior and College Leadership Teams, All College Staff, All College Students, External IT Service Providers

KEY ROLE OBJECTIVES

Lead and line manage the IT Services Infrastructure Team, overseeing and co-ordinating the day-to-day operations, maintenance, and enhancement of the college's IT infrastructure. Lead on development of the college overall infrastructure architecture.

Be accountable for ensuring the availability, security, and performance of the college's IT infrastructure, and that all work and systems are documented effectively.

Collaborate with other members of the IT Services Management Team to prioritise, coordinate, and schedule work across the department.

Be accountable for ensuring all IT Services policies and procedures, standards, and best practices are followed, and that excellent customer service is provided to college end users during the resolution of escalated support issues and service requests.

Facilitate and support the professional development of members of the IT Services Infrastructure Team through career planning, skills training, and the demonstration of best practices in technical implementation, procedural compliance, and problem solving.

Collaborate with IT Services colleagues and college end users to deliver innovative solutions through the application of technical knowledge and clear, effective communication.

Take a leading role in the continuous improvement of IT Services processes, systems, and personnel.

When required on occasion, support or perform operations outside of core hours.

Support and exemplify the college's values and set a good example for colleagues and students to follow.

MAIN RESPONSIBILITIES

Provide line management of the members of the IT Services Infrastructure Team, including, but not limited to, probation and performance reviews, recruitment, and professional development.

Delegate and monitor tasks and responsibilities within the team, reviewing and balancing workloads, performance, and service delivery.

Oversee the management, monitoring, and maintenance of core IT Services infrastructure, including, but not limited to, servers, network equipment, firewalls, telephony, backup, and cloud services.

Provide a technical escalation point for members of the IT Services Infrastructure Team, assisting them with diagnosing and resolving escalated support issues and service requests.

Develop, implement and maintain a systems and network architecture strategy aligned with business objectives. Liaise with Head of IT and Executive Director of CIS to translate complex IT concepts and system infrastructure architectures into a clear actionable plan.

Coach members of the IT Services Infrastructure Team, providing guidance and support on complex technical issues, procedural queries, and troubleshooting challenges.

In collaboration with the IT Services Management Team, prioritise, organise, and schedule work affecting the IT Services infrastructure.

Implement Cyber Essentials security protocols, including software patching and updating, vulnerability management, and compliance monitoring.

Adhere to all IT Services policies, procedures, standards, and best practices, and be accountable for ensuring the compliance of members of the IT Services Infrastructure Team.

Ensure systems documentation, including configurations, processes, and troubleshooting guides, are developed and maintained.

Provide training and guidance on new or updated systems, technologies, and processes to the members of the IT Services Infrastructure Team and the members of the other IT Services teams as required.

Collaborate with stakeholders to identify and implement innovative solutions to technical problems, managing their expectations and service experience.

Communicate technical concepts clearly to non-technical users and provide guidance and training where needed.

Lead the design, implementation, and documentation of new IT systems and solutions in accordance with industry best practice, departmental standards, and ITIL framework.

Contribute to disaster recovery planning, including ensuring backups, redundancy, and failover systems are tested on a regular basis in line with IT Services policies.

Identify, evaluate, and develop innovative new technologies and solutions to enhance the organisation's IT infrastructure.

Provide out of hours support where required, sometimes at short notice, to ensure systems are kept operational and up to date or when required as the result of system failures or deployment programmes and to be included on the out of hours rota to provide a response in the event of a systems emergency.

Accept and adhere to the college's Code of Practice for Systems Administrators and be accountable for ensuring the compliance of members of the IT Services Infrastructure Team.

Carry out all actions with due regard for Health and Safety and compliance with the law and college policies and be accountable for ensuring the compliance of members of the IT Services Infrastructure Team.

Stay current with emerging technologies and undertake regular technical and other training as required and directed by the Head of IT Services.

MANDATORY DUTIES

1. Responsibility for safeguarding and promoting the welfare of children and vulnerable adults in college.
2. Commitment to equal opportunities.
3. Commitment to British Values and the Prevent Agenda.

ADDITIONAL DUTIES

This role requires the postholder to travel between sites and have held a driving licence for at least 2 years with no more than 6 points.

To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the College at the initial place of work or any other of the College's sites within the Exeter area.

This job description is current at the review date. In consultation with the post holder, it is liable to variation by the College to reflect actual, contemplated, or proposed changes in or to the job.

Reviewed: June 2025

Person Specification

IT Services Infrastructure Team Manager

Assessment Criteria

Evaluated on application form (A) and/or interview (I)

Experience

Essential Criteria:

- Experience of designing and implementing new IT infrastructure solutions (I)
- Experience of communicating technical concepts clearly to non-technical users (I)
- Experience of working as a member of an IT operations team (A/I)
- Experience of supporting, maintaining, and upgrading server and network systems (A/I)
- Experience of troubleshooting and resolving complex technical issues (I)
- Experience working to data protection and cyber security best practices (A/I)
- Experience of Microsoft 365 administration (A/I)

Desirable Criteria:

- Line management experience (A/I)
- IT project management experience (A)
- Experience of overseeing 3rd party suppliers or support organisations (A)
- Experience of working in an educational setting (A/I)
- Experience of providing mentoring to colleagues (I)

Skills and Abilities

Essential Criteria:

- Excellent technical knowledge of networking concepts and technologies (A/I)
- Excellent technical knowledge of Microsoft 365 services (A/I)
- Good technical knowledge of Microsoft Azure services (A/I)
- Excellent technical knowledge of Microsoft server operating systems (A/I)
- Good technical knowledge of Microsoft identity technologies (A/I)
- Excellent technical knowledge of Microsoft client operating systems (A/I)
- Good technical knowledge of Microsoft endpoint deployment and management technologies (A/I)
- Technical knowledge of Microsoft security technologies (A)
- Network Server and Cloud Architecture and design skills (A/I)
- Excellent interpersonal, communication, and documentation skills (A/I)

Desirable Criteria:

- Good technical knowledge of access control systems (A)
- Scripting or programming skills (A)
- Website development skills (A)
- Technical knowledge of databases and SQL (A)
- Experience using command line interfaces (I)
- Familiarity with Linux operating systems (A/I)
- Good technical knowledge of print services (A)

Personal Qualities

Essential Criteria:

- Ability to collaborate effectively with team members, managers, technical support staff, and end users (I)
- Exemplify professionalism, inclusivity, and accountability (I)
- Excellent emotional intelligence and effective communication skills (I)
- Ability to adapt to and prioritise new information and requirements (I)
- Ambitious, improvement-driven, solutions-focused mindset (I)
- Excellent problem-solving and organisational skills (I)
- Ability to use initiative and work independently (I)
- Ability to remain conscientious whilst working under pressure (I)
- Positive, energetic, and supportive attitude (I)

Qualifications

Essential Criteria:

- BTEC / NVQ IT Level 3 or equivalent (A)
- Achieved or working towards relevant Microsoft Credentials (A)
- Driving licence held for at least 2 years with no more than 6 points (A)

Desirable Criteria:

- Degree level qualification in an IT Services related discipline (A)
- Achieved or working towards A+ / Network+ Certificate or equivalent (A)
- Achieved or working towards ITIL 4 Foundation Certificate (A)
- Achieved or working towards Microsoft Certified Systems Professional (MCP) (A)

Mandatory Requirements

Essential Criteria:

- Commitment to safeguarding and promoting the welfare of children and vulnerable adults in College (I)
- Commitment to equal opportunities (I)
- Commitment to British Values and the Prevent Agenda (I)

Reviewed: June 2025

OUR VALUES ARE WHAT MAKE US, US!

VISION: To be an exceptional College

MISSION: To shape futures by delivering world-class education and training for our city and region

AMBITION

- We are challenged and encouraged to push boundaries to enable us to realise our ambitions
- We are brave and take decisions that transform lives and foster achievement for all
- We are agile, future-focused and embrace digital technology and learning
- We believe in impact; we are passionate about our community and environment and continue to make big changes in order to play our part in creating a sustainable city and College

COLLABORATION

- We collaborate with others to ensure we grow, thrive and initiate brilliance
- We are bold and innovative; we listen to and learn from others in pursuit of the exceptional
- We care about place; we collaborate with others to ensure success for our community that has national impact
- We believe that we are stronger together and actively seek out partnerships that make a difference and help us enrich our College

ENERGY

- Our expertise, passion and actions energise and enthuse those around us
- We care and support our people and our community. We believe that we excel when we are empowered, engaged and enjoy our time at College
- We are curious; we focus on solutions, not problems
- We are proud of our achievements and actively seek out opportunities to celebrate these and set ourselves our next challenge.