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| **Role title:** | Lead Infrastructure Analyst | **Responsible to:** | Infrastructure Technical Manager |
| **Division:** | Digital & Change | **Department:** | Service & Infrastructure |
| **Direct Reports and Level:** | No direct reports | **Scope:** | Delivery and management of IT infrastructure across the MPS Group. |
| **Scale:** | 0 People  £0 Budget  £0 Income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** |  | **Role Family** |  |

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| **Overall Role Purpose** |
| To take a key role in shaping and delivering the MPS IT strategy, including delivery of new technologies and working approaches. Leading the technical team as an SME to deliver and manage technical Infrastructure across the MPS Group to ensure we can provide a high quality, trusted, service to our members. This will be achieved through the design, maintenance, and day to day management of IT platforms which are scalable, reliable, resilient and performant. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership**  Compile estimates for work and contribute to the ongoing refinement of the estimation process, to support project planning and resource management activities. | * Project Health checks * Project Feedback Site Scoring |
| **Financial**  Proactively look for opportunities to improve services, processes and tooling when they arise in order to realise a better ROI for MPS. | * Operational budget Vs Plan |
| **Member**  Produce and review Infrastructure Designs and make low level Design decisions with input from Peers and Technical Manager which add value for our members. | * Member Experience Index |
| **People**  Adhere to in place Service Management processes, working to defined SLAs, to deliver internal technical support.  Undertake knowledge transfer and produce documentation to upskill peers and other teams, reducing single points of failure and improving resilience in the department. Proactively take part in demonstrations and training sessions to help further cross skill teams. | * Service Management SLAs Actual Vs Target * Skills Matrix Actual Vs Target |
| **Risk**  Formulate and define technical changes and manage these to delivery through in place Change Management processes to highlight and mitigate risks to Service. Actively look for ways to reduce risks via automation etc. | * Risk & Control Self- Assessments Audit Actions |

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| **Responsibilities (RACI)** |
| * Help shape and promote best practices throughout the Infrastructure Team * Senior point of technical escalation Incidents and Problems. * Proactively identify areas for improvement across all areas of the Infrastructure team and act accordingly * Perform technical lead role for various projects of differing complexity and scale as defined by the Infrastructure managers * Consult with other LIAs and Infrastructure Technical Manager on technical strategy as a VMware SME and actively contribute to decisions, recommendations, and overall direction * Peer review change requests as part of the change management process and deputise for the Infrastructure Technical Manager as necessary * Provide out of hours Infrastructure and triage support for MPS core systems as part of the on-call team * Working with other D&C Teams to deliver effective Service Management (Incident, Request, Problem) to internal colleagues and Teams, making best use of the tools available. * Working across with the wider Digital & Change division to deliver Change of varying complexity in line with defined processes and adhering to in place governance. * Actively seek opportunities to improve service delivery, contributing ideas and making suggestions on how processes, tooling, solutions, and ways of working can be enhanced, taking the initiative on implementing these where possible. * Obtain quotes for products and services relating to projects and for essential maintenance work and consultative work, presenting costs in a clear and concise manner. * Demonstrate a general awareness of current information security issues and technical threats, how they may affect MPS systems and the types of preventative and remedial activity which may be undertaken to address them. * As the technology landscape continually changes, keep abreast of evolving trends, solutions and principles; making recommendations where relevant as to how MPS could utilise these. * Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role. |

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| **Key Governance Responsibilities** |
| * Change Advisory Board (CAB) – Attendee, as required. |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Degree in a relevant subject or equivalent professional experience | * High-energy work ethic * Excellent oral and written communication skills, including ability to influence and persuade * Ability to quickly assimilate knowledge from outside own area of expertise * Ability to deal with ambiguity within tasks and requests | * Extensive experience of working with and managing VMware platforms and services (e.g.: vCenter, SRM, Horizon VDI) * Experience of Dell storage and compute technologies, specifically Compellent SAN storage. * Knowledge and understanding of CI/CD platforms * Experience of Infrastructure as Code * Extensive experience of working with Microsoft client and server platforms * Experience of designing + managing technical solutions across multiple geographic locations * Experience of disaster recovery planning * Experience of delivering technical projects from design to implementation * Experience of Azure and Microsoft 365 services |
| **Desirable** | * Microsoft MCSE/MCITP certification or demonstrable equivalent experience | * Ability to establish vision, drive change and deliver results. | * Experience of other VMware vSphere products (vSAN, vROPs, NSX etc.) * Experience of working with and tuning IBM WebSphere solutions * Experience with CommVault backup * Experience of configuration management |