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| **Role title:** | Lead Infrastructure Analyst (Network & Comms) | **Responsible to:** | Infrastructure Manager |
| **Division:** | Digital & Change | **Department:** | Data & Service Delivery  |
| **Direct Reports and Level:** | Up to 6 Infrastructure Analysts and Senior Infrastructure Analyst(s) | **Scope:** | Delivery and management of IT infrastructure across the MPS Group. |
| **Scale:** | Up to 6 People£0 Budget£0 Income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Group Corporate Functions  |

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| **Overall Role Purpose** |
| Leading a team of analysts to deliver and manage technical Infrastructure across the MPS Group, to ensure we can provide a high quality, trusted, service to our members with a focus on the network and telephony layers.Working with the Infrastructure Manager to build ‘T-Shaped’ analysts who have a breadth of experience and a depth of knowledge in focused areas to help drive the company forwards.To support the delivery of the MPS technical strategy, including embedding of new technologies and working approaches, whilst ensuring ‘BAU’ obligations are met on a day to day basis. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership*** Provide leadership across the Network & Comms Team to deliver on the overall corporate strategy, business performance, leadership of teams that reinforces the desired culture and delivery of strategic priorities.
* Contribute to the development and delivery of the Service Delivery departmental strategy to plan, cost and quality
* Collate estimates for work and contribute to the ongoing refinement of the estimation process, to support project planning and resource management activities.
* 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.
* 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.
* Consult with other LIAs, SIAs and Infrastructure Manager on technical strategy as an SME and actively contribute to decisions, recommendations, and overall direction
 | * Departmental Plan delivery Vs Plan
* Project Health checks
* Project Feedback Site Scoring
* Service Delivery engagement index Vs plan
* Service Delivery leadership index Vs plan
* Delivery people plans Vs Plan
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| **Financial*** Ensure that all spend is managed within organisation policy reporting on variance to budget to the D&C leadership team
* Proactively look for opportunities to improve services, processes and tooling across the infrastructure team when they arise in order to realise a better ROI for MPS.
* 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.
* Manage relationships with key suppliers to ensure that MPS is receiving value for money and a service in line with that which we are paying for.
 | * Operational budget Vs Plan
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| **Member*** 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.
* Review Infrastructure Designs and facilitate low level design decisions with input from Peers and Technical Architect which add value for our members.
* Establish a culture and capability in Lean / continuous improvement to drive operational efficiency and great member experiences and outcomes.
* Adhere to in place Service Management processes, working to defined SLAs, to deliver internal technical support.
 | * Member Experience Index
* Net Promoter score
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| **People*** Provide strong leadership to ensure the training, competence, performance and engagement of all employees in the Team ensuring all have clarity on their accountabilities and comply with all governance, policy standards and processes.
* Facilitate knowledge transfer and the creation of documentation to enable the upskilling 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.
* Lead a team of Infrastructure Analysts and Senior Infrastructure Analysts, providing coaching and mentoring, developing, and encouraging continuous learning.
 | * Service Management SLAs Actual Vs Target
* Delivery of Personal Development Plan
* Compliance with Training and Competence Schemes
* Stakeholder feedback
* Skills Matrix Actual Vs Target
* Strong Talent and Succession Plans
* HR Metrics – attrition, absence
* Service Delivery engagement index Vs plan
* Service Delivery leadership index Vs plan
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| **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.
* Contribute to an environment where all colleagues in D&C recognise the importance of adherence to policies and procedures, risk identification and management
* Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable)
* 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.
* Review technical changes when required 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
* Programme and Project Risk management plans (RAID)
* Compliance with organisational Risk & Control policies and processes
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| **Responsibilities (RACI)** |
| * Own and promote best practices throughout the Infrastructure Network and Comms Team
* Lead and support a team of Senior Infrastructure Analysts and Infrastructure Analysts to deliver on our ‘BAU’ obligations.
* Act as a senior point of escalation for Incidents, Requests and Problems.
* Consult with other LIAs, SIAs and Infrastructure Manager on technical strategy and actively contribute to decisions, recommendations, and overall direction.
* 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.
* Peer review change requests as part of the change management process and deputise for the Infrastructure Manager as necessary
* Provide out of hours Infrastructure and triage support for MPS core systems as part of the on-call team
* 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 Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * 5+ years in an Infrastructure role.

  | * 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
 | * Experience in managing technical teams
* Experience of managing technical solutions across multiple geographic locations
* Experience of disaster recovery planning
* Experience of delivering technical projects from design to implementation
* Experience of networking monitoring and optimisation.
* Experience of working with Cisco networking devices (WAN/LAN/WiFi)
* Experience of working with Fortigate firewall devices.
* Experience of working F5 BigIP load balancers.
* Experience of working with Microsoft client and server platforms
* Knowledge and experience with virtualisation technologies
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| **Desirable** | * Cisco CCNA/CCNP
* Microsoft MCSE/MCITP certification or equivalent experience
 | * Ability to establish vision, drive change and deliver results.
 | * Experience of working with VoIP + SIP.
* Experience of SonicWall VPN appliances.
* Experience of VMware vSphere products
* Experience of Microsoft Azure.
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