

GLF Schools - Job Description

Job Title	Infrastructure Manager	Grade	Senior Specialist
Location	Across the Trust	Travel required	Yes
Core purpose			
<p>The Infrastructure Manager's role is to support the Head of Technical Delivery with the management and development of the Trust's infrastructure, that is the technologies and services that enable the customer-facing systems and services to function properly. This includes, but is not limited to servers, networking equipment, cloud environments and operating systems. In addition, the Infrastructure Manager acts as a point of escalation to the Regional IT Teams in resolving complex issues or delivering improvements to schools.</p>			
Main Duties			
<ul style="list-style-type: none"> • Ensure that the Trust infrastructure environments are operating effectively and make recommendations as to how systems can be improved, contributing the Technical Delivery forward plan. • Ensure the systems that support the Trust's disaster recovery plan is supported through effective backups. • Develop solutions that meet the requirements of the wider IT Team and other customers. Project manage and oversee the implementation of solutions. • Act as an escalation point for the wider IT team to ensure that services remain reliable and meet customer needs. • Provide line management of the Trust Team IT Manager and act as a point of support to the Finance Systems Administrator. • Routine monitoring of Trust infrastructure services, including server and cloud environments, as well as ensuring the Trust backup services and security are functioning correctly. • Identification and escalation of issues discovered through monitoring for remediation. • Contribute to, and help maintain the Infrastructure Forward Plan, by identifying areas of risk or development, helping to prioritise projects or initiatives, and developing business cases for investment. • Design and develop solutions that meet the needs of customers, as identified by the Trust and Head of Technical Delivery, so that they can be rolled out across the organisation. • Creation and maintenance of documentation and training materials detailing systems, processes and 'runbooks' for supporting the wider IT team in their management of school and enterprise systems. • Project manage IT improvement works, leading on infrastructure developments. Act as a subject matter expert on IT when working in multi-disciplinary project teams. • Respond to escalations from the wider IT Team, acting as a subject matter expert on infrastructure systems and services, offering solutions and resolutions to the Partners and Technicians • Keep up to date with developments across the industry, so to advise the Head of Technical Delivery and the wider IT team as to industry trends and how GLF might utilise them. 			

- Work collaboratively with the Head of Technical Delivery, to build resilience across the Technical Delivery Team by offering training on each other's areas of responsibility and covering each other's functional areas during periods of absence.
- Other reasonable duties as may be requested from time to time by the Chief Information & Digital Officer.

Accountabilities

- Reports to: Head of Technical Delivery
- GLF Schools expects its employees to work flexibly with the framework of the duties and responsibilities above. This means that the post holder may be expected to carry out work that are not specified in the job description but is within the remit of the duties and responsibilities.

Safeguarding

- GLF Schools is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and will be required to apply for a DBS disclosure. We particularly welcome applicants from under-represented groups including those based on ethnicity, gender, transgender, age, disability, sexual orientation or religion.