**Job Description**

|  |  |
| --- | --- |
| **Post Title** | Principal Technical and Infrastructure Specialist |
| **Directorate** | Digital and Data |
| **Reports to** | **Technical Services Manager** |
| **Direct Reports** | 0 permanent staff but responsible for contracted staff and contracts to deliver solutions |
| **Salary Band** | 40-44 |
| **Key Relationships** | External Managed Service Providers |

**Role Purpose**

The role will be responsible for leading, managing, developing and maintaining the organisation’s technical infrastructure including hyperconverged physical and virtual environments, storage and compute, cloud applications, data backup and restore. Ensuring a compliant approach which is aligned with best practice and the Digital and Data strategy. You will work across the Digital and Data department and wider business being the primary person for all hyperconverged storage, compute, virtual, backup and restore environment advice, and support. You will be the expert on all things under this SME umbrella, transforming the Digital and Data services from legacy systems to modern platforms. To support critical Digital and Data systems out of normal business hours. Enabling the business to continually develop and improve its Digital and Data platforms.

**Responsibilities**

* Manage the delivery of the hyperconverged storage, compute, virtual, backup and restore infrastructure environments. To be responsible for the administration, configuration, and development of these technical areas both on-prem and cloud.
* To develop the hyperconverged storage, compute, virtual, backup and restore infrastructure environments (cloud and on-prem) in line with the Digital and Data Strategy and implement the outcomes required, that drives changes throughout the business and its partners.
* Set best practice and policies within the infrastructure provision across Digital and Data and the wider business, creating and maintaining standard operating procedures and technical system documentation as required.
* To offer 3rd line IT support to all levels and areas of the business, acting as one of a team of Principal Digital and Data Specialists for escalation on Digital and Data issues.
* Responsible for the delivery of multiple significant, highly complex, support issues and projects.
* Responsible for researching, identifying, and implementing solutions based on business need, utilising best practice within the team, and following IT Industry standards.
* Responsible for working on own initiative, managing time and making relevant technical decisions in accordance with best practice and the Digital and Data strategy.
* Assist in the professional development of junior members of the department acting as a mentor when required.
* To take part and lead in knowledge transfer where required to members of the relevant D&D teams to ensure greater skills resiliency and redundancy.
* Instil a culture of automation across all Cloud and On-Premises workloads, making recommendation of improvements to existing processes and products and working with business teams to achieve this.
* Identify and manage risks, issues, dependencies, and opportunities for the hyperconverged and infrastructure services.
* Responsibility for the backup, restore and performance of data and virtual servers and to monitor the environments, ensuring systems are accessible and data is recoverable in a disaster recovery scenario.
* Work closely with the D&D department and wider business, including partners, to ensure the capture of all relevant data in a scalable environment and further develop the hyperconverged and backup architecture to support at an enterprise level.
* Working with Cyber Security and the Data Protection Officer to ensure that we are meeting required standards implementing solutions and tools that monitor and enforce policies.
* Work with external suppliers and consultants in implementing solutions utilising best practice and compliance with WMCA standards and policies.
* Work with new and emerging cloud technologies to provide a modern, scalable architecture.
* Participate in the Out of Hours 24 / 7 support rota for business-critical systems where required.

**People Management**

* The role holder will be responsible for overseeing contractors and / or 3rd party suppliers to meet predefined outcomes.

**Decision Making Authority**

* The role holder will have delegated decision-making authority across areas of responsibility as set out by the Head of IT Delivery

**Person Specification**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Please specify (X) whether the experience required is Essential (E) or Desirable (D)*** | | | **Assessment Method** | | |
| **Experience** | **E** | **D** | **App\*** | **Int\*\*** | **Other\*\*\*** |
| Demonstrable experience within Nutanix and VMWare hyperconverged and infrastructure environments, including but not limited to Cloud and on prem virtual storage and server environments, Latest Server OS features and backup and restore technologies. | x |  | x | x |  |
| Demonstrable experience administering, configuring, and designing a multisite and hybrid cloud enterprise hyperconverged environment. | x |  | x | x |  |
| A good understanding of hyperconverged, storage and backup infrastructure roadmaps and the ability to evaluate the applicability for business productivity solutions in accordance with the Digital and Data strategy | x |  | x | x |  |
| Experience of deploying hybrid cloud virtual compute and backup infrastructure solutions, such as Multi site hyperconverged infrastructure and cloud backup and restore technologies | x |  | x | x |  |
| Experience with Azure virtual instances, M365 environments and modern hybrid cloud architecture |  | x |  |  |  |
| Experience of undertaking appropriate impact assessment of the relevant hyperconverged, virtualization and backup environment infrastructure updates | x |  | x | x |  |
| Experience with integrations and migration paths from on-prem solutions to cloud solutions | x |  | x | x |  |
| Experience of analyzing highly complex technical issues and proposed solutions | x |  | x | x |  |
| Experience in the design of virtualization, storage, backup and restore infrastructure environments | x |  | x | x |  |
| **Skills/Knowledge/Abilities** | **E** | **D** | **App\*** | **Int\*\*** | **Other\*\*\*** |
| Extensive knowledge of supporting Nutanix, VMWare, Hypervisors, Windows server operating systems and Azure virtual storage and compute | x |  |  |  |  |
| Strong storage and backup / restore process knowledge | x |  |  |  |  |
| Strong attention to detail and excellent customer service ethos | x |  |  |  |  |
| Strong technical and governance documentation skills | x |  |  |  |  |
| Ability to work autonomously and as a team player | x |  |  |  |  |
| Knowledge and experience of working across all technologies within backup and restore, hyperconverged and compute environments, ensuring best use of the right technology for the business requirement | x |  |  |  |  |
| Skilled in advanced troubleshooting across VMWare, Microsoft servers | x |  |  |  |  |
| Evidence of outstanding working relationship with end users in exceeding their expectations |  | x |  |  |  |
| Working knowledge of PaaS, SaaS and IaaS technologies |  | x |  |  |  |
| Knowledge of scripting technologies, specifically for systems administration | x |  |  |  |  |
| Virtual server environments | x |  |  |  |  |
| An understanding of ITIL practices, current GDPR and information security principles |  | x |  |  |  |
| **Qualifications/ Professional Memberships** | **E** | **D** | **App\*** | **Int\*\*** | **Other\*\*\*** |
| Qualified to degree level in an IT related discipline. | x |  |  |  |  |
| An IT technical qualification e.g. VMWare VCP certifications, Azure Administration or similar recognized professional qualification that demonstrates knowledge of essential skills |  | x |  |  |  |
| ITIL Foundation Certificate is desirable |  | x |  |  |  |

*\* Application \*\* Interview \*\*\* Details will be shared at interview stage*

**Core Expectations**

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

|  |  |  |
| --- | --- | --- |
| **Value** | **Competency** | **Behaviour** |
| **Collaborative** | Team Focused | Works as part of team, managing and leading. |
| Service Driven | Customer, resident, and partner focused. |
| **Driven** | Empowered & Accountable | Takes ownership and leads when needed. |
| Performance Focused | Ambitious and going the extra mile. |
| **Inclusive** | ‘One Organisation’ Mindset | Believe in each other’s expertise. |
| Open & Honest | We do what we say we are going to do. |
| **Innovative** | Forward Thinking | Embrace change and open to new possibilities. |
| Problem Solving | Go for clear and simple whenever possible. |

**Health and Safety**

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

**Equality and Diversity**

To promote and champion equality and diversity in all aspects of the role

**Learning and Development**

To participate in and take responsibility of any learning and development required to carry out this role effectively.

**Performance Management**

To actively engage in the performance management process and take responsibility for managing performance outcomes.

**GDPR (General Data Protection Regulation)**

To ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

**Other**

* There will be a requirement to ensure that support is provided between 08:00 – 17:00 Monday to Friday excluding bank holidays.
* There will be a requirement to work outside normal office hours to support WMCA’s Digital and Data systems
* There will be a requirement to work at any organisation sites as required and travel may be required on occasion
* There will be a requirement to participate in the D&D Out of Hours shift rota
* There will be a requirement to attend in person at our Summer Lane office 2/3 days per week