Job Description

Job Title:	Principal Technical and Infrastructure Specialist
Directorate/Team:	Digital and Data
Location:	16 Summer Lane, Birmingham, B19 3SD
Responsible to:	Technical Services Manager
Responsible for:	0 permanent staff but responsible for contracted staff and contracts to deliver solutions
Key working relationships: (internal)	Solutions Architects and Project Teams
Key working relationships: (external)	Managed Service Providers

Purpose of the Post

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.

Accountabilities (Deliverables)

- Lead the delivery of significant, highly complex support issues and projects, ensuring outcomes align with the Digital & Data strategy.
- Work with Solutions Architects (SAs) for technical direction, scope understanding, and architectural alignment.
- Make technical decisions independently within delegated authority.
- Identify, assess, and manage risks, issues, dependencies, and opportunities linked to infrastructure and hyperconverged environments.
- Develop and enhance hyperconverged, compute, storage, backup and restore environments (cloud & on-prem) in line with the Digital & Data strategy.
- Research and implement new and emerging cloud technologies, helping shape a modern, scalable architecture.
- Oversee and direct contractors and 3rd-party suppliers to deliver defined project outcomes.

Responsibilities (Duties)

Strategic

- Responsible for the delivery of multiple significant, highly complex, support issues and projects.
- Responsible for working on own initiative, managing time and making relevant technical decisions in accordance with best practice and the Digital and Data strategy.
- Identify and manage risks, issues, dependencies, and opportunities for the hyperconverged and infrastructure services.
- 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.
- Work with new and emerging cloud technologies to provide a modern, scalable architecture.
- The role holder will have delegated decision-making authority across areas of responsibility as set out by the Head of IT Delivery.

People

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

Operational
- 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.
- 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 researching, identifying, and implementing solutions based on business need, utilising best practice within the team, and following IT Industry standards.
- Participate in the Out of Hours 24 / 7 support rota for business-critical systems where required.
- 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.

Financial

Other
- The duties and responsibilities in this job description are not exhaustive and the jobholder may be required to undertake other duties within the general scope of either the level or nature of the post.

Person Specification (**How Evidenced Key: A** = Application, **I** = Interview, **T** = Testing/Assessment)

Requirements Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	**E**	**D**	**A**	**I**	**T**
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	X	X	

	E	D	A	I	T
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	**E**	**D**	**A**	**I**	**T**
Strong technical and governance documentation skills.	X		X	X	
Strong storage and backup / restore process knowledge.	X		X	X	
Strong attention to detail and excellent customer service ethos.	X		X	X	
Extensive knowledge of supporting Nutanix, VMWare, Hypervisors, Windows server operating systems and Azure virtual storage and compute.	X		X	X	
Ability to work autonomously and as a team player.	X		X	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		X	X	
Skilled in advanced troubleshooting across VMWare, Microsoft servers.	X		X	X	
Evidence of outstanding working relationship with end users in exceeding their expectations.		X	X	X	
Working knowledge of PaaS, SaaS and IaaS technologies.		X	X	X	
Knowledge of scripting technologies, specifically for systems administration.	X		X	X	
Virtual server environments.	X		X	X	
An understanding of ITIL practices, current GDPR and information security principles.		X	X	X	
Qualifications/ Professional Memberships	**E**	**D**	**A**	**I**	**T**
Qualified to degree level in an IT related discipline.	X		X	X	
An IT technical qualification e.g. VMWare VCP certifications, Azure Administration or similar recognized professional qualification that demonstrates knowledge of essential skills.		X	X	X	
ITIL Foundation Certificate is desirable.		X	X	X	

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer as necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality Diversity & Inclusion	Promote and champion equality, diversity, and inclusion in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	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.
Adherence to Policies	Be aware of and comply with all organisation policies.

Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

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 Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
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.

Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)		
Yes ☐	No ☒	Yes ☐	No ☒	Standard ☐	Enhanced ☐	None ☐

Job Evaluation Details

Date Evaluated	Job Family	Level/Grade	JEP Reference