



The Commonwealth

## JOB AND TASK DESCRIPTION

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**Job Title:** IT Infrastructure and Operations Manager

**Division:** Corporate Services Division

**Grade:** G

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**Reports To:** Head of Information Technology

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### General information

The Information Technology (IT) Service Section forms part of the Corporate Services Division (CSD) and serves as a focal point to establish technology standards of relevance to the Secretariat's local environment, while applying and supporting the use of computer technology to enhance staff productivity and improve the quality of the Secretariat's output. The Section contributes to the Secretariat's IT strategy and contributes to the proper selection of technologies by providing information on advanced and appropriate technology, systems analysis and software acquisition. The section aims to assist all programme areas in meeting their specific information requirements and plays an active role in the building and upgrading of the skills and knowledge of staff in the use of computers and relevant software applications.

The Support team's role is to ensure that the existing office and associated systems are fully functional at all times, therefore contributing to staff productivity and improving the quality of the Secretariat's output. The team is also involved in recommending and implementing new systems and upgrades as appropriate.

The team also plays an active role in the building and upgrading of the skills and knowledge of staff in the use of computers and relevant software applications as well as supporting a network of desktops, servers and associated printers and peripherals.

### Job summary

Reporting to the Head of IT, the post-holder is responsible for providing an excellent level of 3rd line support to the Commonwealth Secretariat IT team, giving support across the whole of business in Front and Back office functions.

The role will have oversight of IT Operations including Service Delivery, Application and Network infrastructure.

## Task description

The post-holder:

- Provides leadership and supervision to the 4 members of the IT Service Desk team, ensuring that appropriate skilled resources are in place to meet required service levels.
- Provides technical support and guidance to Service Desk staff.
- Direct involvement in incidents or problems (irrespective of priority) that cause service impact and acts as escalation point for incidents not being resolved in a timely manner.
- Provides ITIL Service disciplines, covering Incident, Problem and Change Management.
- Provides Citrix, VM and Hyper V support and administration.
- Provides Cisco & HP Switches, Firewall and Routers support and administration.
- Works with Head of IT to establish standards and best practices for managing internal infrastructure, including network, access rights, desktops, servers, internal applications.
- Implement policies/standards to improve the quality and efficiency of support services based on ITIL methodology.
- Works closely with the IT Service Desk and other Specialist to ensure a timely, robust and comprehensive service transition process.
- Works with the Service Desk team to set SLA criteria for the availability and performance of the IT infrastructure.
- Responsible for overall system and infrastructure availability and develop a resilient infrastructure to reduce failures.
- Responsible for day-to-day system administration, including management of internal network, VPN, Microsoft Active Directory (AD) and system backups.
- Responsible for management of the rollout and support of desktop devices, including laptops and printers, and productivity tools such as Outlook and MS-Office.
- Ensures that systems, processes and methodologies are maintained, followed to ensure effective monitoring, control and support of service delivery.
- Ensures delivery of individual and team projects allocated within aggressive delivery times.
- Monitors and evaluates the efficiency and effectiveness of infrastructure service delivery methods and procedures.
- Monitors business critical processes and systems.
- Installs, configures and supports new and existing servers and network infrastructure.
- Plan and implement upgrades needed to maintain service levels.
- Develop and lead the replacement of infrastructure at end of life.
- Conducts testing and analysis of all components of network and server infrastructure components.
- Maintains server uptime consistent with Business goals and metrics.
- Maintains and constantly improves server and network performance, reliability and security in line with BS 7799 / ISO 27001 and best practice.
- Execution of DR tests as planned and agreed.
- Maintains a schedule of formal service reviews with key stakeholders and management of the key 3<sup>rd</sup> party providers who provide the IT operational service.
- Manages the performance objectives and professional development of the Service Desk team including the initiation, monitoring, review and validation of individual training and development plans in line with organizational and business requirements.

- Identifies opportunities to simplify IT Service Desk operations through continuous improvement initiatives.
- Provide occasional out of hours support.
- Adheres to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.
- Performs any other duties as may be required from time to time.

## Person specification

### Education / Qualifications

- Degree in IT or related discipline
- ITIL Service delivery manager qualifications
- MCSE + Security
- Prince2 foundation certified
- Citrix Certified Administrator (CCA) - (Desirable)
- CISCO Certified (Desirable)

### Experience

#### Functional:

- In depth ITIL Knowledge
- At least 5 years' experience of managing a similarly sized team
- 3 years of appropriate experience supporting IT infrastructure and service delivery, preferably with a medium size organisation
- Good understanding of Server & desktop hardware/ operating systems, networks, firewalls and load balancers, telecoms, etc.
- A probing and analytical approach with the ability to pre-empt potential problems and identify inefficiencies
- A very strong customer orientated approach with a delivery bias
- Ability to prioritise and allocate resource/effort appropriately
- Experience of working with 3<sup>rd</sup> party service providers
- Proactive team player

#### Technical:

- In depth knowledge of Microsoft Windows Server
- In depth knowledge of Active Directory (Design, Security and Administration)
- In depth knowledge of Messaging (MS Exchange, Archiving, Unified Communications)
- In depth knowledge of Networking technologies and concepts. Good understanding of VMWare 5 / Hyper V
- Good understanding of IT security and Data protection
- Good understanding of Cloud and mobile technology
- Good knowledge of Citrix and Citrix Metaframe
- Good understanding of Powershell scripting (Desirable)
- Exposure to MS SharePoint

#### Other:

- Strong interpersonal skills, able to communicate across a broad spectrum of users
- Excellent oral, written and presentation communication skills
- Ability to manage through organizational change.

## Competencies:

### Respect for Diversity

Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Challenges others to rectify biases in behaviour, systems & process

### Communication

Ensures information is communicated to and from the top level and filtered through the appropriate channels

Communicates effectively with and gains understanding of top level stakeholders e.g. Heads of member states

### Planning & Analysis

Effectively assesses and advises on major programmes / activities at a divisional level

Balances focus in order to deliver both Commonwealth Secretariat and member states' goals

Ability to interpret incomplete and/or ambiguous information

Effectively analyses and assesses new or uncertain critical situations

### Adapting and Innovating

Identifies opportunities to improve Commonwealth Secretariat structures, processes and/ or outputs, and influences others towards those goals

Identifies with and considers member states' perspective and directs initiatives aimed at improving the services provided to them

### Adhering to Principles & Values

Sets example and embodies Commonwealth Secretariat principles and values  
Demonstrably protects the reputation of the Commonwealth Secretariat

Interprets and implements Commonwealth Secretariat principles and values

### Leadership & Development

Mentors a number of employees at a senior level

Recognises the talent in the Commonwealth Secretariat, seeking to develop, support, and grow it

Directs the energy of the organisation towards a common goal

Provides an example to others by demonstrating moral courage in the face of challenging circumstances