

Manager, Server and Storage

Role Description:

The Carnival UK Server & Storage Team deploys, maintains and manages the CUK Server & Storage Infrastructure, taking responsibility for its performance, continuous improvement, capacity management, operational monitoring and out of hours support.

The Server & Storage Manager will head up a specialist team who provide the above service, as part of the wider Technology Infrastructure & Operations department. This covers ship & shore infrastructure in a fast-paced, complex environment that presents unique challenges and opportunities. With significant investment in our fleet and growth planned for the years ahead, this is an exciting time to join a growing and market leading business.

The manager's role is to co-ordinate the team, resources and service providers to ensure daily provision and quality of service across the business and fleet, and to support implementation of changes to support the continuous improvement of the infrastructure and service provided.

Working closely with managers in the Applications, Network and Communications, and End User Compute teams, and collaborating with Architecture colleagues, this role will influence the overall technology operations, ensuring strong alignment at all levels.

The role will ensure that Carnival UK processes and procedure are adhered to, and will work across the Technology function to propose and implement process and technology improvement to continually improve the service provided to the business and our guests. The role will also ensure compliance to SOX, PCI and security policies within the team's scope, as well as ensuring business continuity and disaster recovery plans are fit for purpose.

RUI:	959	Grade:	CUK07	DBS check required Y/N:	Y
Directorate:	Carnival UK Shared Services	Reports to:	Senior Manager, Technology Operations		
Function:	Carnival UK Technology	Team:	Technology Infrastructure and Operations		
Direct reports :	Job Titles & Level <ul style="list-style-type: none"> Senior Analyst, Server and Storage Analyst, Server and Storage 				

Accountabilities:

- Full ownership of the Server and Storage infrastructure and all supporting components.
- Accountable for compliance with internal and external audit requirements and legislation, aiming to not just comply with but exceed standards by revising and embedding controls and policies into standard ways of working.
- Day-to-day management of the Server and Storage team, including their personal and professional development, appraisals, training, coaching, discipline, and workload.
- Ensure the correct prioritisation of workload at all time, always focused on business need and guest experience.
- Create an open culture where success and failure is shared positively, where people can communicate openly and honestly.
- Proactively plan for and deliver the continuous improvement of the infrastructure, thinking long term while always protecting the here and now.
- Encourage collaboration with all other teams in the Technology department.
- Embed a culture of proactivity, establishing proactive monitoring and analysis as a standard way of working.
- Ensure the Server and Storage infrastructure remains highly available and well protected at all times, supporting the needs of a 24 x 7 business across both ship and shore.
- Create and maintain high quality documentation.

Health, Environment, Safety, Security (HESS) Responsibilities:

- Lead by example by taking care of the health and safety of yourself and others.
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager, team leader.
- Follow safety rules and procedures.
- Use work equipment, personal protective equipment, substances, and safety devices correctly.
- Take part in safety training & risk assessments and suggest ways of reducing risks.
- Appoint shore side risk assessment Subject Matter Expert's as required to review and approve risk assessments.
- Actively promote safe working within your team and encourage safe behaviours.
- Demonstrate safety leadership in accordance with our safety leadership behaviours.

General Responsibilities:

- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

Scope:

People Management

- Direct line management responsibilities. Lead by example, set standards and procedures, coach and mentor the team.
- Management of 3rd parties and colleagues in the delivery of project or support-based Server and Storage services.
- Provide guidance and specialist knowledge to colleagues within and beyond the Server & Storage team, challenging assumptions and driving best practice.
- Coach, guide, feedback, and mentor the team's technical and non-technical abilities.
- Conduct appraisals and enabling conversations. Ensure development plans exist, are executed, and results are fed back positively and proactively.
- Ability to lead troubleshooting and mentor technical staff in formulating conclusions and judgements.
- Communicate and promote the work of the Server & Storage Team within and beyond the Technology team.
- Proactively ensure the team are engaged with the brand, our product, our culture, and ultimately our guest experience.

Technical / Operational Management

- Proactive management of Server & Storage environment at shore side locations and on board ships, ensuring a suitable level of performance, resilience, security and contingency.
- Management and enhancement of Server, Storage and Backup estate.
- Ensure all documentation is kept up to date e.g. Server & Storage diagrams, configuration standards, and procedure manuals.
- Work closely with Service Managers to ensure all new and changed services are successfully transitioned into operation, ensuring documentation, training, risk management, future obsolescence, and ongoing operational management is considered.
- Manage the team to ensure Service Desk calls and Work Requests are resolved within SLA's.
- Work closely with the End User Compute and IT Service Desk teams to share knowledge and enable a greater level of first-time-fix.
- Knowledgeable in the Disaster Recovery processes for Server and Storage infrastructure and supporting services, to meet agreed RTO's and maintain DR documentation, accounting for changes in live systems.
- Escalate any issues or problems whose resolution is likely to deviate from SLA's, or is likely to have an impact on company operations or its ability to deliver a high standard of services to guests and staff.
- Responsible for Server & Storage monitoring, reporting and optimisation.
- Establish and maintain strong relationships with existing and new vendors and suppliers.
- Ensure that the change management system is adhered to and that all changes to the Server & Storage infrastructure are planned in advance, documented and approved.
- Develop and maintain 24/7 monitoring across ship and shore.
- Develop and maintain capacity management processes for the Server & Storage infrastructure on ship and shore.

Strategic Management

- Provide architectural and design input to strategic planning for the development of the Server & Storage infrastructure.
- Work closely with managerial peers in other technology teams to ensure the efficiency, compatibility, security, integrity and ease of ongoing operations of all new Server & Storage technology.

- Make recommendations to the Senior Manager, Technology Operations for the enhancement of Server & Storage infrastructure.
- Work closely with Architecture teams to ensure Server & Storage standards and operational realities are considered in any new or changed designs.
- Member of the Technical Design Authority (TDA), providing technical expertise and operational insight.
- Accountable for LLD's required by projects requiring Server & Storage Infrastructure.
- Manage the technical implementation of agreed initiatives working with all required parties to ensure successful delivery according to Stakeholder and Project Management Office (PMO) criteria.
- Identification and rectification of poor or obsolete systems or practice, ensuring good lifecycle management practices are in place.
- Identify areas of cost saving and / or wastage, and ensure that all systems are maintained in the most cost efficient way without impacting on availability and performance.

Demonstrable Behaviours:

- Adaptive leadership style that creates an inclusive and engaging environment
- People focussed, naturally develops and supports others to reach their potential
- Strategic thinker with the ability to adapt to change
- Guest and customer centric approach, passionate about enhancing the service being offered across the team
- Natural collaborator, energetic and enthusiastic about cross functional delivery
- Strong communicator in all its forms across all levels of the organisation
- Always looking for ways to improve personally and to the way things work
- Influencer that is able to motivate people to adopt effective working practices
- Focussed on prioritising the right things and planning to ensure success
- Decisive, 'can do' attitude whilst maintaining a clear focus on problem solving and seeing action through to delivery
- Innovator who can develop new ideas and ways to improve the service we offer

Knowledge, Experience and Qualifications::

Qualifications – essential:

- N/A

Knowledge/ Experience – essential:

- Experienced Operations Management professional.
- Proven experience in designing, building, operating and troubleshooting large scale IT Server & Storage systems.
- Experience of line managing a team of Server & Storage specialists and specialist 3rd parties.
- Strong experience with Server & Storage architecture and design.
- Expertise in VMWare virtual environments.
- Expertise in Windows Server, support and troubleshooting.
- Expertise in SAN technology and DNS/DHCP administration.
- Data centre management experience.
- Understanding ITIL procedures.

Qualifications – desirable:

- ITIL v3 Foundation

Knowledge/ Experience – desirable:

- Familiar with TOGAF and modern architectural principles.
- Familiar with compliance and legislative requirements including EU-GDPR, SoX, PCI-DSS.
- Familiar with networking technologies.
- Expertise in Linux and Unix operating systems.

Issue Date:	Aug 2019	Issued by:	Rob Mabey – Senior Manager, Technology Operations	
REWARD ONLY	Grade:	RUI:	Date Approved:	Initials: