

# Job role profile

**Job title:** ICT Infrastructure Manager

**Grade:** 3

**Directorate:** Business Services

**Reports to:** Head of ICT

**Direct reports:** N/A

**Location:** London

## Purpose of the job role

The Infrastructure Manager's role is to ensure the efficient operation of the NHF's ICT infrastructure and networks, both on premise and cloud. You are required to develop and maintain relationships with system stakeholders and vendors, therefore you will be expected to use your well-developed communication skills to maximum effect. You will lead in proactively representing the NHF in your areas of expertise and specialism.

You are required to represent the National Housing Federation at a senior level working closely with the Head of ICT and decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organisation. You are required to keep up to date with issues within the NHF, your specialist area and in the operating environment to ensure you provide excellent customer service and encourage others through regular communication to do likewise.

You will report to the Head of ICT and must ensure that you work in accordance with the NHF policies and procedures, enforcing them where needed. When new policies and procedures are introduced, you will need to ensure that they are implemented correctly and consistently. You will be involved in the initiation and development of the work of your team as well and may have some financial responsibilities.

## Key responsibilities and duties

- Plan, develop, install, configure, maintain, support and optimise all network hardware, software, and communication links within the company network infrastructure.
- To ensure the NHF's ICT infrastructure is effective, up to date, secure, resilient, able to support the current environment but also agile and capable of providing for future developments in technology.
- To ensure that all systems and configuration documentation is kept up-to-date.
- You will have day-to-day operational responsibility for service delivery, quality, issues, security, handling of exceptional events and workload scheduling within the support team.
- To devise and test an effective ICT Disaster Recovery plan and review and update the plan when required.
- To devise, implement and monitor procedures aimed at improving Customer Service in respect of ICT functions.
- To communicate and promote, as appropriate, ICT news and issues throughout the NHF, utilising both written and verbal methods.

## Commitment to equality diversity and inclusion

Equality, diversity and inclusion (EDI) are core values at the NHF, and all employees are expected demonstrate their commitment in line with our EDI strategy [Who we are](#). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all staff. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with others, identify challenges, and to discover, design and deliver solutions.

## Health and safety

All staff at the NHF are responsible for strict compliance with our Health and safety policies and procedures. All employees are responsible for highlighting concerns regarding health and safety so that suitable action can be taken to rectify the situation.

# Person specification

Job requirements	Essential criteria	Desirable criteria
<b>Qualifications and training:</b>	<ul style="list-style-type: none"> <li>• Degree in related IT / computer science or software engineering discipline or a combination of qualifications and relevant experience</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification in an IT Network, Communications, or Security discipline or minimum of 2 years' experience within a Secure network environment</li> <li>• Fortinet NSE Qualification</li> <li>• Microsoft Certification(s)</li> <li>• ITIL Foundation or Intermediate Level</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Implementing, maintaining and troubleshooting ICT networks, server infrastructure, specifically using Microsoft Windows Server</li> <li>• Managing and configuring on premise Firewalls and Wi-Fi deployments</li> <li>• Managing Office365 and Azure implementations including Endpoint Manager, Teams and Sharepoint</li> <li>• Administering Microsoft Exchange 2016 and Exchange Online</li> <li>• Fundamental understanding of</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of ITIL Service Management principles</li> <li>• Managing an ICT service desk within a structured environment (e.g. ITIL).</li> <li>• Supplier Management</li> <li>• Budget planning and management.</li> </ul>

	<p>Microsoft Active Directory, including Azure AD</p> <ul style="list-style-type: none"> <li>• Managing a Virtualised Server Environment</li> <li>• Managing information security, including business continuity and cyber security</li> <li>• Managing ICT infrastructure implementation and change projects</li> </ul>	
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• Broad range of ICT technical skills including installation, configuration and troubleshooting hardware and software</li> <li>• Fundamental understanding of network, communications, and security technologies</li> <li>• A thorough knowledge of TCP/IP, LANs, WANs and VPN technology</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of personal and organisational responsibilities regarding the Data Protection Act</li> </ul>
<b>Skills and abilities:</b>	<ul style="list-style-type: none"> <li>• Good written and oral communication skills, able to present concisely and accurately, and to convey complex technical matters in an easily understandable way</li> <li>• Excellent customer service skill</li> <li>• Able to demonstrate familiarity with information security principles and</li> </ul>	<ul style="list-style-type: none"> <li>• Project management skills</li> </ul>

	<p>cyber security, including endpoint protection and infrastructure security</p> <ul style="list-style-type: none"> <li>• Able to work on own initiative and as part of a small team</li> <li>• Ability to manage conflicting priorities, work to deadlines, and handle pressure</li> </ul>	
<p><b>Additional requirements of the job role</b></p>	<p>Attendance at the office at least 2 days per week.</p>	