

Role profile

Role title	Infrastructure Manager (12 month FTC)
Department and directorate	Technology & Digital Services
Job family level	BMA Grade 4
Reports to (job title and name)	Head of IT Operations
Direct reports (job title and name)	End User Computing Principal, End User Computing Consultant, Windows Systems Consultant x 2

Summary – purpose of the role

Describe as concisely as possible the overall purpose of the job and including the core duties/responsibilities required to be performed in the role (e.g., to provide a full range of administrative support services to the department including x,y,z)

The purpose of the role is to deliver step improvements to the core BMA Infrastructure services in terms of backups, patching (Microsoft, other vendors and hardware), resilience and capacity management. Assist the Head of IT Operations in the delivery of key Infrastructure Projects – Azure rebuild and migration, future telephony requirements, backup strategy rationalisation. Manage a technical team that provides and supports the Cloud and End User computing requirements for the British Medical Association and its operating companies so that they may achieve their business objectives. The main activities of the role are:

- To manage a full set of cloud and end user computing services, including design, documentation, build, end user support, 3rd line diagnostics, problem management, assessing changes and presenting to the change management board, software patch management, configuration, security and testing, and relevant technical training to all BMA (and BMJ where applicable) users.
- To manage a platforms infrastructure providing secure network (wide and local), firewall, voice and wi-fi across the Association
- Managing 3rd party infrastructure providers to ensure optimisation of services and service levels of cloud and end user computing performance.
- To be responsible for the cloud and end user computing efficient running of database services, Office 365 and along with other end users' systems.
- Responsible for rolling out of desktop operating systems, anti-virus, Microsoft office and mobile device management. To provide advice, for the enhancement, development and upkeep of the above.
- To work closely with the Chief information security officer (CISO) to identify and implement security measures (software, hardware and data).
- Be responsible for the BMA's backup and recovery and data retention infrastructure (Commvault)
- To work closely with the CISO to ensure the BMA's disaster recovery and business continuity processes and procedures are fit for purpose and executable.



Summary – purpose of the role

- To ensure that data resilience and protection standards are regularly tested and documented and to report to the Head of function accordingly.
- To work with the Head of IT Operations, CTOO and CISO to ensure that security technology and operations function in accordance with service expectations and alert the same to any concerns.
- Ensure continuous operational integrity of systems and recover systems and data in the event of failure.
- To act as line manager, responsible for managing the performance, development and progress review of the team, coaching and motivating within regularly quarterly review sessions.
- To plan objectives and activities in accordance with the priorities via the priorities framework and to report on progress in weekly project updates.
- To ensure knowledge transfer and documentation in all key service areas.
- To alert the Head of function of any resourcing or priority concerns in a timely fashion.
- To support the Head of function in succession planning to develop individuals to fill other business-critical positions, either in the short- or the long-term.
- Introduce and bring up to speed new staff, contractors and third parties as required to fulfil business needs.
- Analyse performance of end user computing system and ensure that systems are running at optimum configuration levels for maximum efficiency.
- To alert the Head of function to any capacity issues affecting the optimal performance of systems and services.
- To lead and assist in the design of High-level and Low-level designs for the implementation of end user and cloud computing.
- Ensure that the cloud and end user computing services are upgraded and maintained to a stable, secure and best practise standard.
- Propose, design, and implement new solutions and/or efficiencies based on business requirements and developments in technology in the above areas.
- In the rare situations that are outside of our control, where most or entire areas of end user computing are rendered inaccessible. In this sort of situation, the role will entail working around the clock to get the Business back up and running.
- To ensure that Service transition is documented and handed to support.
- To provide support to the Head of function in the account management of critical 3rd party providers

Skill (level and breadth of application)

What relevant experience is necessary to undertake this role? What specialist, technical or professional qualifications are required to be able to perform the job?

How far does the role extend out across the organisation, e.g., confined to own team, involves co-ordination with another department or requires regular negotiation with many other parts of the organisation. Why is this necessary? Describe the range of issues that are involved in this, e.g., resolving people's IT problems, collecting information on key research items or advising members on a particular issue.

- A degree or equivalent professional qualification with a minimum of 5 years' experience in an infrastructure management role.
- Highly experienced IT professional with a proven personal track record in leading end user computer and cloud-based infrastructure to support medium and large-scale business solutions in partnership with a range of business and technical owners.
- Relevant technical qualifications in Microsoft technologies, cloud-based technologies and aware of Oracle, IBM Lotus Domino and Commvault
- Evidence of staying abreast of developments in end user computing and best practice information security standards.
- Fully conversant in cloud based and hybrid infrastructure.
- Knowledge of design and administration of networks with remote and virtualisation technology.
- Evidence of end-to-end solution/upgrade design, planning, deployment and support.
- Proven experience of supporting a wide variety of current cloud solutions.

Skill (level and breadth of application)

- Good level of written and oral communication to convey and gather technical information to users at all levels across the association. Coordinate resource with external venues and IT organisations to ensure that business requirements are understood and met.
- Proven experience in security and administration PaaS, SaaS, IaaS cloud base services and end user computing some of which may be Windows. Desired experience in Linux and UNIX operating systems.
- Proven experience in leading, organising and coordinating small teams. Ability to co-ordinate activities of other BMA Technology Services colleagues and third parties to complete tasks.
- Experience of Security operations technology.
- Good interpersonal skills are critical; the post involves a lot of interaction with users in the BMA and BMJ and with vendors and Third Parties where the post holder may be dealing with difficult or sensitive staff and user issues.
- Experience of team performance management.
- Experience of project and resource management.

Intellectual demands (complexity and challenge)

What sorts of problems, situations or issues are typically dealt with? Give any illustrative examples. How are the problems, situations or issues dealt with (e.g., undertaking original research and analysis or seeking specialist advice)?

To what extent are standard procedures and processes followed when undertaking typical tasks, and how is personal initiative used when solving problems? To what extent is creativity used in solving the problems (e.g., adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches).

- The team receives problems and change requests that have been escalated from other support teams. These problems and changes, tend to be of a complex nature and can require a varied and creative approach in resolving them.
- The request for work will require prioritisation and evaluation, these can then be divided up into tasks that can be fulfilled without consultation and then allocated to the team for action.
Planning for an upgrade or an implementation of new technology, of any element of end user IT or cloud-based services will require, research of technical information, communication, and coordination, with departments. There are times when the whole organisation maybe impacted.
- The role holder must be able to respond in accordance with business continuity plans to any data security issue in a timely and effective manner.
- Evaluate potential tasks that could cause critical down time to the business and ensure that the risks are communicated, and contingency plans are put in place, e.g., upgrading the core units of the network.
- As cloud service and end user computer changes rapidly, the role holder must have the ability to perform research and development and critically compare products. This involves understanding the defined business needs, selecting technology candidates, devising stringent acceptance trials, and documenting and presenting findings and recommendations.
- Monitor end user computing (Office 365, MDM, Azure, Google, AWS etc.), analyse and interpret the data to inform on and predict traffic trends, performance, and consumption of services.
- Oversee projects. There are some projects that are IT generated, and these are typically replacement systems or major upgrades. The planning, organising, implementation and reporting (at times this may be done in conjunction with a 3rd party) will typically be handled by the role holder.
- Demonstrate good organisational and time management, evidenced by ensuring that projects are delivered on time and in budget. Plan, organise manage and communicate Projects updates. Research technology to ensure that the Business remain up to date and on track.

Judgement (independence and level and impact limitations)

What are the typical decisions that are made in the job without reference to any higher authority? What informs/constrains the decisions (e.g., expenditure limits, have to follow clearly laid down procedures or working within broad objectives). What influence upon policy, procedures or resources is there (e.g., giving advice to others)?

Who (or what) is next to be affected by the decisions that are made – for example, supervisor sees them before they leave the team or the whole department sees and has to respond to the change that is made. Give typical example(s) of the consequences of the decisions (e.g., what impact does the decision-making have on the performance of the team/section/department/organisation)?

- High degree of autonomy for all responsibilities within the scope of the above. Needs to use own initiative especially when dealing with complex technical issues involving users and vendors.
- Ensure that all disruptive maintenance follows the BMA Change approval process.
- The role holder will contribute to IT policy and provide advice around the implementation of the policy, e.g., securing of data on the file servers or on portable devices.
- Team resource management. Responsible for the day-to-day running of the team, ensuring tickets are processed in accordance with SLAs and aligning priorities with business requirements.
- Ensure that all outages of business systems are fed through the BMA Major Incident Management process and is in line with the BMA BCP Policy.
- Understanding of business requirements for products and the potential financial and reputational damage of errors.
- Measuring the performance of systems against a set of predefined KPIs.
- Ability to understand when to escalate problems or concerns to the Head of function.

Use of resources (supervision of resources and influence)

What responsibility is there for managing people, equipment, budgets, resources, customer's welfare or confidential information? If this is a staff management role describe what is involved, e.g., staff reporting, staff development, appraisal, leading a department or the allocation of work.

How does the role fit within the organisation, e.g., support role, team member, team leader, specialist policy adviser, or leading major areas of core business?

- Working with the team to achieve objectives identified in their performance reviews, delivering on their allocated tasks and administering end user computing and cloud infrastructure, which form the base for BMA and BMJ staff.
- In consultation with other managers, determine the resources and skills needed to deliver the project portfolio, understand any training required.
- Responsible for the day-to-day running of the team, ensuring tickets are processed in accordance with SLAs and aligning priorities with business requirements.
- Responsibility for the security and confidentiality of data stored in the cloud, file servers, mobile devices etc.
- Ensuring that data access is granted based on roles and that systems and data remain secure.
- Coordinate, plan and supervise 3rd parties while on projects or during a Major Incident support event. Communicate with the Head of function in accordance with business continuity plans and/or disaster recovery procedures.
- The autonomy to manage 3rd parties against SLAs within established support and, maintenance contracts.

Communication (level, internal and external demands and significance)

*What people are typically contacted (regardless of the medium) **inside** the Association, e.g., immediate colleagues, senior managers or administrators? Committee members are the only members classed as internal communication. Normal non-committee membership and doctors are external (see below)*

*Who is in regularly contact with the role holder **outside** of the Association, e.g., members who are not committee members, suppliers, members of the public? Approximately what percentage of the time is spent on external communications?*

What is the purpose of these contacts, e.g., conveying information, gathering data?

- Manage 3rd party contractors and consultants on technical deployments and planning. Providing information and advice about the association to help with decision making and technical planning.
- Be part of regular account review meetings with key suppliers.
- Conveying information to HODs, other departmental representatives, about resource and technical planning around current and emerging technology. Coordinating work which impacts the department. (e.g., changes to end user computing infrastructure or services providing service to that department)
- Within the department – keeping staff apprised of ongoing issues, problems and potential fixes. Working collaboratively, providing service reports to projects led by others or requesting service reports from others.
- Exchanging information with other teams, especially Service Desk, e.g., presenting and teaching new technology, and explaining the impact of any current issues so that they can give the correct information to callers.
- Ensure that the team meets regular in person to ensure cohesion of activities and in accordance with the BMA's hybrid working plans.

Physical demands & coordination (physical effort and mental strain)

Are there any unusual physical or mental demands of the role; for example, lifting heavy objects, standing for long periods, using VDUs extensively or high levels of concentration?

- There are periods throughout the year when the physical demands of the job will be high:
- Physically demanding tasks may require the ability to lift safely heavy equipment when installing or decommissioning new equipment into the Server rooms.
- A high level of concentration is required when working on complex problems in situations that could cause problems to the Business if a wrong decision is made, or a process is missed.
- Prolonged use of VDUs over and above a standard use due to deploying technology or fixing problems that would require working extended hours.
- Standing for prolong periods while diagnosing, installing, or configuring devices or appliances while on a project or doing routine maintenance.

Working conditions and emotional demands)

What are the environmental conditions in which the work is conducted, the social and emotional demands faced by the role and the pressures resulting from these?

- Some flexibility is required to accommodate maintenance and upgrade work. Most of the work is scheduled for the weekends/Bank holidays to minimise any impact on the running of the business and to allow extra time to recovery systems so that they are back and running for start of business on Monday.
- The job is conducted in a normal office environment and is not exposed to hazardous conditions or anti-social behaviour.
- The role contains minimal personal risk.
- The role is hybrid with a requirement to attend the office for 2 days per week

Working conditions and emotional demands)

BMA competency level required

The role holder is expected to execute their role in line with our five organizational values. These are currently being translated into behavioral indicators that will form part of our new performance management process. The following examples illustrate how we are using our values to inform how we act:

- We are **leaders** because:
 - We strive to always improve.
 - We take responsibility for our actions.
 - We collaborate with each other and work as one BMA for the good of our members.
 - We are proactive and prepared to guide our members and each other.
- We are **experts** because:
 - We understand our members
 - We draw on our collective experience and knowledge to solve problems.
 - We use our insights and research to make decisions.
 - We provide accurate, credible, relevant and engaging information.
 - We recognise our strengths and act upon them.
- We are **committed** because:
 - We listen to our members and put them at the heart of everything we do.
 - We are respectful, inclusive, open and honest with our members and each other.
 - We approach everything we do with confidence and sensitivity.
- We are **reliable** because:
 - We deliver on what we say we will do.
 - We are accessible and approachable.
 - We build trust by being consistent and supportive.
 - We are positive and decisive whatever the situation.
- We are **challenging** because:
 - We fight, ethically and fearlessly, for the interests of all our members.
 - We work as a brave, assertive and effective champion for high quality health services and the advancement of the profession.

Sign-off

Manager:

Date:

Role holder:

Date: