

Role profile

Role title	Platform Engineering Manager
Department and directorate	Technology Services
Job family level	Grade 3
Reports to (job title and name)	Chief information officer
Direct reports (job title and name)	Data & voice network Principal x 2, Application Database Principal, End User Computing Consultant, End User Computing Principal, Windows Systems Consultant, Platform security consultant

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 lead a technical team to support and administer the Cloud and End User computing requirements for the British Medical Association and its operating companies to achieve their business objectives. To communicate the company goals, safety practices, and deadlines to team, whilst motivating team members and assessing and appraising performance including performing annual appraisals. The main activities of the role are to ensure the following -

- 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 users.
- Provide team leadership, technical support, and administration and be responsible for the cloud and end user computing efficient running of database services, Office 365 along with other end users' systems. Responsible for rolling out of desktop operating systems, patching maintenance, anti-virus, Microsoft office and mobile device management. To provide advice, for the enhancement, development and upkeep of the above.
- To act and perform as line manager, responsible for managing the Cloud, end user Computing and voice and data teams and their development, defining roles, setting work, coaching, running workshops, regular team meetings, supporting and motivating the team, monitoring SLA's and promoting team-working, for the day to workflow, planning and high performance.
- To ensure personal development plans and knowledge transfer in all key service areas are handled and completed. To ensure quality processes are in place, review objectives and standards and ensure they are being followed.
- Ensuring that voice & data networks and their components, where owned, conform to defined data security standards.



Summary – purpose of the role

- Ensure that where 3rd parties manage voice and data networks, that these conform to defined service and security standards.
- Ensure that reports and logs measure required standards of voice & network performance and security and that problems are resolved or remediated as required.
- To ensure that data security penetration tests are conducted and actioned as required.
- To ensure that on-site computer rooms are resilient, clean and safe.
- To ensure that resilience is built into network and computing architecture to ensure high standards of uptime
- To distribute Microsoft Azure training for Technology Services team members
- To provide assistance to management areas such as in recruitment, learning and development, and keep management updated on team performance.
- To support the Technology Leadership team in succession planning to develop individuals to fill other business-critical positions, either in the short- or the long-term.
- Evaluate individual team member contributions and provide complete quarterly check in process.
- 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 and security.
- To lead and assist in the design of High Level and Low level designs for the implementation of end user computing & network requirements.
- Ensure that the network & voice, cloud and end user computing services are maintained and upgraded to a stable, secure, and best practice standard.
- Managing, with Service Delivery, high priority work and writing major incident reports.
- Work with relevant colleagues to plan and implement the BMA/J policy on all aspects of network, cloud and end user computing security.
- Propose, design and implement new solutions based on business requirements and developments in technology in the above areas.
- To work with the Cyber Security Principal to formulate implementation strategies for cyber/data security.
- Ensure continuous operational integrity of systems and recover systems and data in the event of failure.
- Provide ongoing support for the BMA's Business Continuity Program through continuous review of network, end user computing and cloud-based infrastructure resilience and capacity.
- In the rare situations that are outside of our control, where most or entire areas of networks and end user computing are rendered inaccessible, in this sort of situation, the role will entail working around the clock with Team members to get the Business back up and running.
- To ensure that Service Introduction criteria are documented and Service hand over is signed off.

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.

- Highly experienced IT professional with a proven personal track record in leading strategy and implementation around voice & data networks, end user computer services and cloud-based infrastructure to support medium and large-scale business solutions in partnership with a range of business and technical owners.
- 5 years' minimum experience as Platform Engineer and learning to be an Azure Administrator and Azure solutions architect. Experience of managing voice & data network technologies/ components and performance, having relevant qualifications in Microsoft Technologies, cloud-based/networking technologies; aware of Oracle, IBM Lotus Domino.

Skill (level and breadth of application)

- Remain fully acquainted and updated with developments in end user platforms and in accordance with current information security practices.
- Fully conversant in cloud based and hybrid infrastructure.
- Experience of cloud telephony solutions.
- Experience of design and administration of networks with remote and virtualisation technology.
- Gather requirements for new and existing technology across the organisation and work with the Enterprise Architect and Cyber Security team to design, manage, plan deploy, and support the solution from end to end.
- Proven experience of supporting a wide variety of current cloud technology at a specialist level.
- 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 met.
- Proven experience in security and administration of PaaS, SaaS, IaaS cloud base services and end user computing.
- 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.
- 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.
- Motivate the team to ensure that skills are constantly improving to ensure that we deliver the best possible service to the Business and maintain a high professional relationship with our 3rd party's.

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 close management of resource utilisation, 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.
- Write complex scripts to automate tasks, e.g. user creation with appropriate security roles, management etc.
- Evaluate potential risks 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 team lead must have the ability to perform research and development and critically compare products which is a necessary skill. 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, Google Oracle, etc) in real time, analyse and interpret the data to inform on and predict traffic trends, performance and consumption of services.

Intellectual demands (complexity and challenge)

- Manage project tasks; there are some projects that are IT generated 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) and will typically be handled by the post holder.
- To ensure that Service Introduction criteria is met, and new services are fully integrated into the teams.
- Demonstrate good organisational and time management 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.
- Must be aware of Payment Card Industry Data Security Standards, especially around end user compliance, and to manage solutions to make sure the group is compliant in this area.
- Provide management support of any subject access request.
- Write easy to understand system/network performance reports.

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.
- Decisions that are likely to result in major user disruptions, i.e. upgrading of services or cloud platforms disconnecting the network, would normally be notified to the Service Delivery Manager, the post holder would be required to make decisions if Management are not available.
- The post 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.
- Scheduling/assigning team resource to tasks, responsible for the day to day running of the team, e.g. assignment of tasks that have been newly assigned to the team, juggling of tasks to for business priorities.
- During maintenance periods (weekends) decisions will need to be made that could affect the business as a whole, e.g. when unexpected results occur while carrying out routine tasks the post holder will in the first instance make a decision based on the available information.
- Providing advice and information to the other members of the Platform team and other teams within BMA Technology Services, this can range from product introduction to planned changes where there is potential for significant impact.
- Co-ordinate with the team on business continuity actions.
- Providing advice on product selection, the impact of getting this wrong could lead to financial loss.
- Ensuring system capacity planning and monitoring to meet defined KPI's.

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?

- Managerial team leader role to ensure team is working towards objectives identified in their appraisals, delivering on their allocated tasks and administering end user computing and cloud servers/appliances, which form the IT landscape for BMA and BMJ staff.
- Function as part of the Technology Services leadership, thereby consult with other managers, determine the resources and skills needed to deliver the project portfolio, understand any training required, and evaluate personnel.
- Re-prioritisation of staff workload, according to business situations.
- Responsibility for the security and confidentiality of data stored on the cloud services, file servers, mobile devices etc.
- Granting access to data as directed by the business in conformance with security policy.
- Assigning resource to the team and controlling workload. Also making sure that skills across the teams are maintained and improved to meet the SLAs agreed with the Business.
- Coordinate, plan and supervise 3rd parties while on projects or during a technical support process. Then to be the communication conduit between Management and departments.
- The autonomy to manage 3rd parties against SLA's 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.
- Conveying information to Heads of Departments and 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 appraised 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 inter team communication is maintained to help plan for projects, maintenance upgrades and ensure that performance is not impacted across the team's or across the organisation.

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?

Physical demands & coordination (physical effort and mental strain)

- There are periods throughout the year when the physical demands of the job will be high:
 - Physically demanding tasks will require the ability to safely lift heavy equipment when installing new equipment into the Server rooms.
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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 that may impact 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 role also requires occasional travel to other offices to often work out of hours unsupervised this impacts on social life as some of these require overnight stays or early starts or late finishes.
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BMA competency level required

The post 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: Carolyn Brown

Date: 7/4/2021

Role holder:

Date: