

SERIOUS ORGANISED CRIME AGENCY

ROLE REQUIREMENTS PROFILE

Directorate:	Corporate Services
Role Title:	iSM Infrastructure Manager
Post Code:	
SOCA Grade:	SG3
Location(s): Is this work geographically dependent?	No but preferably London
Aim of the role:	To support business processes through management of the technical ICT Infrastructure including the Data Centres, Switch Rooms and other equipment rooms. To maintain a 24/7 capability in terms of ICT infrastructure provision.

1. Key responsibilities/accountabilities: (5 Most Impactive)

- Manage the performance of the SOCA infrastructure and achieve necessary improvements by developing process and criteria to evaluate the performance, carrying out evaluations and finding recommending solutions. To provide input into the SOCA Integrated Service Management Strategy
- Manage the quality of service provision. Set appropriate standards and establish appropriate systems to effectively maintain a quality of service that meets customers and SOCA expectations. Provide specialist advice to colleagues, partners and agencies in the management of SOCA applications.
- To work in collaboration with ICT partners in the design of in life service and performance requirements for SOCA applications. To specify acceptance criteria for services that are transitioning to the live environment and to assist test, release and change management.
- To assist Incident and Problem Management in the management of service incidents and longer term problems. To monitor the performance of Strategic Partners and third party suppliers and to ensure effective relationship management.
- To manage Infrastructure projects both within the UK and Overseas.
- To ensure that SOCA's Data Centres are maintained to a high standard and that sufficient processes are in place to ensure an effective, stable environment

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2. Key behavioural competencies required - against competency framework: (Max of 5)

- Openness to Change - B
- Negotiating and Influencing - B
- Effective Communication - A
- Problem Solving - A
- Planning and Organising - B
- Community and Customer Focus - B

3. Key technical skills required: (including specific accreditations/specialist knowledge)

- ITIL Service Management Foundation Certificate
- Graduate level (or equivalent experience) in an IT related subject
- Excellent understanding of ICT Infrastructures including Switches, Routers, Server based Technologies and Data Centre trends
- Ability to produce high level ICT designs and work packages.

Desirable

- ITIL Service Management Managers Certificate
- Experience in Data Centre Design and operation
- Understanding of thin client delivery mechanisms including CITRIX and VDI.
- Extensive experience in Service Delivery and Transition
- Excellent supplier management skills.
- Project Management Experience

4. If you could not develop an individual into this role within 6 months please explain why?

Detailed technical knowledge and experience required.

Vetting status: Selected candidates will need to successfully complete DV vetting.

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