

Job Description

Job title	Head of Technical Operations	Date May 2022
Reports to (title)	Head of IT Operations	
Contract/Department	IT – Information Solutions	Revision
Location	Office based at Surbiton, Eastleigh, or Manchester or WFH with Regular Office Visits	0.1

Job purpose

Describe the overall purpose of the job in two or three sentences.

- Hands-on Manager responsible for implementing, maintaining and operating the EMCORUK IT technical platforms and services, in line with agreed business requirements and defined IT Services strategies.
- Manage a team of System Engineering resources to deliver both technology roadmap priorities and day to day service support.
- Collaborating with stakeholders, you will identify, define and deploy functional improvements, enhancements and innovations to that meets evolving EMCORUK customer requirements.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

This is a highly collaborative, hands-on role that implements and manages quality services that meet the needs of the business, including:

Management

- Manage a team of Technical System Engineers, ensuring their workloads and priorities are delivered to agreed ITSM KPI's.
- Own, manage, maintain and document the toolsets, platforms and technologies as indicated in the Person Specification, including: network, cloud, virtualisation, storage, server, integration, desktop, mobile, telephony, print, etc solutions.
- Develop and maintain an Infrastructure Service Improvement Plan ensuring prioritised, business beneficial enhancements are planned, delivered and communicated.
- Manage team resources across multiple projects and BAU activities, balancing competing demands and agreeing mutually agreeable outcomes with relevant stakeholders.
- Use agile methodologies and supporting tools, in combination with more traditional structured approaches and governance, to deliver technical change.
- Work directly with customers and senior stakeholders, actively seeking to understand business requirements and translate customer and stakeholder feedback into product enhancements.
- Work with colleagues across the EMCORUK community to promote and drive good practise use of technical tools and products.

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Technical

- Ensure the IT infrastructure and services are fully maintained and monitored. Implement a preventative systems maintenance plan for all infrastructure components, to ensure unplanned downtime is minimised, reducing the impact to our customers.
- Identify and prioritise areas for service improvement and champion these within the EMCORUK Agile framework.
- Manage business continuity and disaster recovery planning, actively driving IT DR development, planning, testing and reporting.
- Continually review how technical services are provisioned, always seeking to innovate and provide value for money to EMCORUK.
- Maintaining effective relationships with external IT suppliers and partners, to ensure in-house resources are sufficiently supported and supplemented where appropriate.
- Provide experience-based recommendations to operational and project teams on best practice approaches to effective toolset administration, configuration, and management.
- Act as technical leader, as part of project teams and to recommend and create designs for new Infrastructure services. Own work packages to implement and deliver solutions.
- Support the strategy and delivery of the IT environment and services, working collaboratively with the business, Business Partners and other technology teams.
- Develop the team capabilities, ensuring successful continuous service improvement (CSI) of IT support capabilities
- Working collaboratively with other EMCORUK technology managers to take advantage of new technical innovations, used as a catalyst for driving change with key business sponsors.

[Including other related or reasonable requests required to manage and support the role or EMCORUK business practises]

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

- Direct or indirect reports – A team of “Third Line” System Engineers.
- Financial responsibility – Recharge costs review, billing support and vendor engagement.
- Management and administration of all networks, infrastructure, systems and service supporting the EMCORUK back office and customer requirements.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

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Knowledge

- Significant professional experience in a similar hands-on technical role.
- Managerial experience in leading a team of multi-capability 3rd Line Systems Engineers.
- Ability to balance multiple priorities simultaneously with the ability to adapt to the changing needs of the business whilst meeting deadlines.
- Excellent written, oral and interpersonal communication skills with the ability to effectively interact with all stakeholders including senior leadership.
- Independently manage own time to ensure delivery of outcomes against agreed deadlines, across a diverse and changing portfolio of operational, project related and management tasks.
- Excellent troubleshooting skills and effective verbal and written communication skills with the ability to effectively interact with all stakeholders including senior leadership.
- Ability to communicate complex technical information to non-technical customers.
- Experience of implementing new initiatives or driving through process change and new ways of working.
- Ability to balance multiple priorities simultaneously with the ability to adapt to the changing needs of the business whilst meeting deadlines.
- Experience of large, complex organisation's with enterprise wide use of IT.

Qualifications / Experience

- Educated to degree level or equivalent workplace experience
- Broad knowledge of managing and operating secure, enterprise class, infrastructure, platforms and technologies, both on site and in the cloud:
 - Strong knowledge of configuring, monitoring and managing Microsoft's cloud-based platforms and related tools, including: Azure IaaS, Power BI, AVD, DevOps, etc.
 - Experience operating, monitoring, and maintaining large PaaS and SaaS services and Hybrid infrastructures (e.g., VMware / Azure).
 - Experience of Microsoft Office 365, Productivity and MDM toolset: Exchange Online, Teams, Intune, etc.
 - Broad working knowledge of securely configuring, operating and monitoring standard Microsoft services, software, and protocols, typically: SCCM, Active Directory, Azure AD, ADFS, DNS and DHCP, SMTP, MS-SQL Server, and the support of legacy Windows systems.
 - Experience of supporting networks: LAN & WAN deployments, Palo Alto firewalls and Load balancing appliances.
- Knowledge of Azure DevOps toolset, service automation & integration software and productivity technologies: PowerShell, Python, Containers, Kubernetes, SAML, OAuth, CI/CD etc.
- Experience of agile delivery principles: Scrum, Kanban.
- ITIL Foundation V3 / 4 accreditation and experience of ITSM principles, concepts, process workflows and procedures.
- Experience of internal and external auditing by third parties such as the BSI.
- Experience of ISO27001 and Cyber Essentials Plus

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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- The role operates a hybrid working model, working in the Office a minimum of 2 days a week.
- The role requires occasional travel to and from EMCORUK main offices and customer locations throughout the UK and Ireland from time to time.
- SC clearance or above will be requested for this job.

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	