

CANDIDATE SPECIFICATION



<b>JOB TITLE</b>	IT Infrastructure Manager	
<b>REPORTING TO</b>	Group IT Manager	
<b>DEPARTMENT/SUB DEPARTMENT</b>	IT	
<b>LOCATION</b>	Rochford	
<b>OVERALL PURPOSE</b>		
<p>The IT Infrastructure Manager is responsible for overseeing the design, implementation, maintenance, and continuous improvement of the organisation’s core IT infrastructure. This role ensures the stability, security, scalability, and availability of all on-premise and cloud systems, networks, servers, storage, and related technologies. The Infrastructure Manager leads the infrastructure team, drives best-practice operational standards, and ensures the business has a resilient and high-performing technology foundation.</p>		
<b>PRINCIPLE ACCOUNTABILITIES</b>		
<ul style="list-style-type: none"> <li>• Lead the day-to-day operations of the IT Infrastructure team, ensuring systems, networks, and services operate reliably, securely, and efficiently.</li> <li>• Oversee the management, monitoring, and support of servers, storage, networks, firewalls, cloud platforms, and enterprise systems.</li> <li>• Act as the escalation point for complex infrastructure, networking, and availability issues.</li> <li>• Collaborate with Security, Support, and IT teams to ensure secure, integrated, and efficient operations.</li> <li>• Develop and maintain infrastructure strategy, standards, and roadmaps aligned with organisational growth and modernisation.</li> <li>• Evaluate, recommend, and implement new technologies to improve infrastructure performance, security, and resilience.</li> <li>• Drive continuous improvement initiatives to enhance operational maturity, reliability, and efficiency.</li> <li>• Plan and deliver infrastructure projects, ensuring alignment with business priorities, timelines, and risk management requirements.</li> <li>• Implement and maintain monitoring, alerting, and performance management tools to proactively identify and resolve issues.</li> <li>• Ensure robust backup, disaster recovery, and business continuity capabilities are implemented, maintained, and regularly tested.</li> <li>• Support investigation and remediation of infrastructure and security incidents, including root cause analysis and corrective actions.</li> <li>• Maintain accurate infrastructure documentation, including network diagrams, system configurations, and operational procedures.</li> <li>• Manage infrastructure asset inventories, including hardware, software, and licensing.</li> <li>• Ensure compliance with internal policies, security standards, and relevant regulatory requirements.</li> <li>• To carry out any other tasks where reasonable and relevant, when required</li> </ul> <p>This is not an exhaustive list.</p>		
<b>QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Bachelor's degree in Computer Science, Information Technology, Cyber Security, or a related field.	✓	

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Certifications (one or more of): <ul style="list-style-type: none"> <li>• Microsoft: Azure Administrator (AZ-104), Azure Architect (AZ-305), MCSA/MCSE (legacy acceptable)</li> <li>• ITIL v4 Foundation (Service Management)</li> <li>• Networking: Cisco CCNA/CCNP or Meraki CMSS</li> <li>• Virtualisation/Storage: VMware VCP, Nutanix, or vendor storage certs</li> <li>• Security: CompTIA Security+ (or equivalent)</li> <li>• Project: Prince2 Foundation or PMI CAPM/PMP (desirable)</li> </ul>	✓	
<b>EXPERIENCE/ SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Experience managing enterprise IT infrastructure across on-prem and cloud environments	✓	
Experience in Microsoft 365, Azure, Active Directory, and identity management	✓	
Skilled in networking technologies including Meraki switching, wireless, and security appliances	✓	
Experience with virtualisation platforms such as VMware, Hyper-V or Azure Local	✓	
Experience leading technical projects and deliver multi-site infrastructure upgrades	✓	
Experience in vendor management, licensing, budgeting, and hardware lifecycle planning	✓	
Ability and enthusiastic approach to pick up new technologies and learn them	✓	
Ability to work independently while collaborating in a team environment	✓	
Ability to work under pressure and to deadlines	✓	
<b>PERSONAL SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Strong leadership qualities with the ability to guide and mentor technical teams.	✓	
Strong Work 'Can-do Ethic'	✓	
Exceptional at building relationships	✓	
Excellent Customer Service skills	✓	
Strong attention to detail and time management	✓	
Exceptional Planning and Organisation skills	✓	
High awareness of Productivity and Quality	✓	
Excellent Communication skills, able to explain technical concepts clearly at all levels.	✓	
Flexibility	✓	
Demonstrates a strong ownership mindset, taking full responsibility for outcomes and follow-through.	✓	
Learn, Apply and Improve	✓	