

JOB TITLE **Head of Digital Infrastructure**

BAND **8b**

Job Summary

- Responsible for the leadership and direction to ensure delivery and operation of all enabling Digital Infrastructure and related technology to deliver and support digital services to the Health Board.
- Lead and manage the Data Centre, Networks, and Telecommunications Teams, via the respective operational managers.
- Responsible for overseeing the strategic planning, implementation, and management of the digital infrastructure to ensure optimal performance, security, scalability and value for money.
- Responsible for the service management activities required to effectively manage the digital estate including process and procedure development that align with the ITIL disciplines.
- Support the wider Digital Team in the delivery of digital transformation programmes to support the Health Board strategy.
- Ensure that all digital service contracts within their area of responsibility are procured and renewed whilst conforming to the Health Board Information Governance and Cyber Security Policies and Standing Financial Instructions.

Responsible to

Reporting: Head of Digital Operations	Accountable: Head of Digital Operations	Professionally: Head of Digital Operations
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Responsibilities and Duties

- Service Management**
1. Manage all aspects of the digital infrastructure and related services equipment that underpin the Health Board’s digital services and applications, including Server Rooms, including HVAC and UPS; Server Hardware; Server Operating Systems; Storage Systems; Database Servers; Applications; Cloud platform services, including Microsoft Azure; Backup Systems; Routing and switching, including Software Defined Networking (SDN); Wi-Fi Systems; Telecommunications Systems, including cloud services and PBX.
 2. Lead, manage and define the strategy for all aspects of the lifecycle (design, deliver, operate, dispose) of infrastructure equipment, including setting design standards and providing overall direction for the future of the infrastructure design and capability, to enable efficient and highly available operations and a platform for effective digital transformation.

3. Design, manage and implement robust IT Service Management processes and procedures, following ITIL best practice where possible, to ensure the safe, effective, efficient and value for money operation of the Digital Infrastructure, using the Health Boards IT Service Management tooling.
4. Establish and monitor key performance indicators (KPIs) to measure the effectiveness and efficiency of digital infrastructure services.
5. Chair the weekly Change Advisory Board (CAB) with all relevant digital stakeholders in attendance to ensure that planned changes are implemented with minimal risk and disruption to live services.
6. Ensure that all digital infrastructure conforms with any necessary Cyber Security and Information Governance Policies, regulations and best practice, including adequate software patching of systems.
7. Contribute to procurement exercises for new or renewed services, including setting requirements and scoring responses from vendors.
8. Ensure effective communication and collaboration with vendors to enable the most effective and value for money services and products.
9. Ensure disaster recovery arrangements are in place to guarantee efficient and fast restoration of services in the event of a significant failure.
10. Ensure effective asset management processes are in place for digital infrastructure to adequately manage risks and lifecycle of equipment.
11. Take part in, co-ordinate incident escalations and out of hours support.

Service Improvement

12. Undertake research as necessary to develop reasonable and realistic proposals to upgrade infrastructure equipment to align with latest industry trends and capabilities.
13. Adopt a continual improvement mindset to continually lead and drive initiatives to offer more effective and efficient services whilst keeping task backlogs to a minimum.
14. Ensure that standard operating procedures are in place for infrastructure teams that comply with relevant NHS standards.
15. Plan, organise and implement project work that has a dependency or requirement on the digital infrastructure for effective delivery.
16. Ensure that any service or process improvements undertaken does not adversely impact the availability of critical systems.
17. Lead on the development and implementation of action plans to address external and internal audit findings and recommendations.
18. Initiate and lead on the production of Post Incident Reviews (PIRs) following major unplanned outages attributed infrastructure equipment to identify root causes and prevent re-occurrence.

Communications

19. Develop effective technical reports, including SBARs and incident reports to clearly explain technical concepts, information, options and recommendations to Health Board senior stakeholders.
20. Provide clear and unambiguous information during major IT outages to users and managers to explain potential causes and plans to restore services.
21. Develop effective relationships with senior stakeholders, informing and influencing whilst providing professional guidance during any digital infrastructure related activities.

22. Communicate with a wide range of senior staff across the organisation agreeing priorities for implementation of new processes where there are highly complex interactions and contentious issues.
23. Ensure clear communication with the Health Board in the event of local and national digital related issues.

Finance and Resources

24. Responsible for initiating procurement of all digital infrastructure and supporting services within the Health Board with the value determined by available funding.
25. Ensure appropriate support, maintenance and digital licencing contracts are in place for IT systems, ensuring renewals are transacted in a timely manner, ensuring records are kept up to date and value for money for the Health Board through effective tendering arrangements.
26. Ensure that any IT related invoices are settled in a timely manner.
27. Responsible for the financial monitoring of budgets in respect of the Infrastructure Team.
28. Ensuring that infrastructure teams have plans and options for spending allocated capital funds for the improvement of infrastructure equipment.

Personal and People Development and People Management

29. Direct, control and motivate all infrastructure staff via the relevant operational leads to deliver an effective and efficient services.
30. Provide mentorship, coaching and technical guidance to all infrastructure members to ensure effective delivery of services.
31. Ensure that the Infrastructure Team are customer focused and responsive to the needs of the organisation.
32. Responsible for recruitment, appraisal, grievance and disciplinary issues within the team.
33. Manage and develop staff to ensure they have the necessary skills to undertake their duties and exercise their responsibilities effectively.
34. Identify any necessary training within the team to improve the capability of the function.
35. Monitor sickness and absence of direct reports in line with Health Board policy.
36. Responsible for ensuring an effective system of performance management, including appraisal and personal development, and working to competencies, including active succession and workforce planning.

Information Processing

37. Establish and interpret Key Performance Indicators (KPIs) in order facilitate infrastructure service development and improve the performance of infrastructure services.
38. Produce status reports for submission to Project Boards, Operational Boards and the Health Board on IT metrics relating to infrastructure services as required.
39. Ensure that appropriate information is readily available from systems and that reporting tools are available to provide access to this information.
40. Regularly analyse highly complex facts and these in relation to the performance and interaction of systems and processes.

41. Ensure adequate processes are in place for monitoring IT events to ensure issues are dealt with before causing a service outage.
42. Act within legislation, policies and procedures relating to Information Governance and Cyber Security.

Quality

43. Regularly undertake surveys or audits within sphere of responsibility and conduct complex audits in order to improve services.
44. Manage internal audit procedures and processes to ensure IT governance align with any agreed standards.

General

45. Keep up to date with legislation in relation to confidentiality, such as data protection, Caldicott principles, Human Rights Act, Freedom of Information Act, NIS and GDPR.
46. Undertake other duties appropriate to the nature of the role, as may reasonably be required of you, commensurate with your grade or general level of responsibility.

PERSON SPECIFICATION

Qualifications and Knowledge (Assessment method: application form)

Essential

- Graduate in relevant ICT subject with relevant post graduate qualification to Master's level or equivalent experience.
- ITILv3 or v4 ITIL Foundation
- Continuing Professional Development.
- Relevant formal vendor qualifications in relevant subjects i.e. Nutanix; Cisco; VMWare; Maintel; HP

Desirable

- ITILv3 or v4 Intermediate Qualifications
- PRINCE II or APMQ Project Management qualification.

Experience (Assessment method: application form)

Essential

- Substantial relevant experience of working at senior management level leading one or more Digital/IT operational functions.
- Substantial experience of IT Operations or IT Service Management in public sector organisation.
- Extensive practical experience of data centre & networking technologies including server installation and management, virtualisation, monitoring, storage systems, backup, disaster recovery, server operating systems, server applications, routing, switching, firewalls and Wi-Fi.

- Experience of Digital/IT services contract management and procurement of new services, including requirement specification and supplier response scoring.
- Experience of IT/Digital Service budgetary management exceeding £2M annually.

Desirable

- Experience of IT Operations in Healthcare
- Project management experience
- Experience of operation, configuration and developing new processes with commercial ITSM tools (ie FreshService, Halo, Zendesk etc)

Skills and Attributes (Assessment method: interview)

Essential

- Strong leadership and management skills in IT/Digital environment.
- Excellent working knowledge of Microsoft 365 tools, including SharePoint/power platform and scripting (PowerShell or equivalent).
- Excellent written, verbal and presentation skills, with substantial experience at writing technical reports.
- Strong problem-solving and fault-finding skills in IT/Digital environment.
- Ability to work effectively and flexibly within resource constraints and deadlines.
- Strong ability to influence at all levels in an organisation to make sound decisions regarding technical options and solutions.

Desirable

- Ability to work under pressurised situations.

Other (Assessment method: application form and / or interview)

Essential

Able to travel around the Health Board sites in a timely manner.

Desirable

Welsh Speaker (*Level 1*)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters. **Writing:** Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.