



| AHDB JOB DESCRIPTION | |
|---------------------------------|-----------------------------|
| Job Title | IT Infrastructure Manager |
| Department | Finance & Business Services |
| Location | Stoneleigh |
| Grade | Indicative salary £30-40k |
| Line Manager (Job Title) | IT Manager |

MAIN PURPOSE OF THE DEPARTMENT AND JOB

The main purpose of the IT department is:

- The provision of Information and Communications Technology (ICT) expertise and the maintenance of ICT equipment, including software, hardware and peripherals in accordance with an agreed ICT strategy.
- Provision of a network which gives AHDB the ability to collect, process and disseminate data on agricultural markets in order to promote efficient production and marketing of each sector of AHDB's activities.
- To ensure a tested Disaster Recovery process is in place.
- To ensure that system security is paramount.
- To research and develop new projects to improve the effectiveness of AHDB's operations.

Under the supervision of the IT Manager:

- Responsible for the operation and administration of AHDB's internal networks, servers (physical and virtual), SAN infrastructure and network security systems.
- To oversee the build, configuration and installation of approved items of network, server and SAN hardware and software.
- To ensure that fault tolerance and resiliency is incorporated into all infrastructure projects.
- To ensure that network security is paramount in all infrastructure projects.
- Responsible for the provision and management of physical and virtual networks that give AHDB the ability to conduct its' business in an efficient and cost-effective manner.
- To oversee a planned program of server updates and patching as necessary.
- To provide a second line support function in support of the 'front line' support team.
- To conduct, document and log 'systems administration' tasks as required.

DIMENSIONS: AUTHORITY LEVELS & DECISION MAKING

To be Advised

Budgetary responsibility:

To be Advised

WORKING RELATIONSHIPS/MAIN CONTACTS/CONTEXT

Internal

IT Manager, Senior IT Support Coordinator & IT department staff

Director of Finance & Business Services

Facilities Manager

Sector and Divisional Directors

External

IT Suppliers

IT Service Providers

KEY RESPONSIBILITIES

1. Administration and maintenance of mission critical network infrastructure – including network switches, server hardware, virtualised server environment and SAN infrastructure (mainly Microsoft with some Linux).
2. Build and configuration of all new virtual servers and configuration of associated services.
3. Administration and maintenance of DNS, DHCP, AD and GP across the organisation.
4. Configuration, administration and maintenance of Firewall and overall network security.
5. Monitor servers for security issues regularly reviewing logs, and escalating issues as required.
6. Management of existing anti-malware measures.
7. Administration and maintenance of server based services – predominantly e-mail, VPN, MS-SQL based applications and file and print services.
8. Provide a 2nd/3rd line support service for all users of AHDB systems in support of 'front-line' support team.
9. Provide a source of technical information and advice for AHDB system users.
10. Participate in product evaluation and selection exercises.
11. Perform daily operational duties, in accordance with documented standards and procedures, as required for the efficient and secure operation of the central network and server infrastructure.
12. Documentation of operating procedures and working practices.
13. Perform systems administration tasks, in accordance with documented standards and procedures – to include management of user accounts and access rights, configuring printing solutions and print queues, ad hoc backup and restore requests and general housekeeping.
14. Carry out maintenance of the network infrastructure, to include patching, network cabling etc. as necessary.
15. Provide support for AHDB's mobile and fixed telephony solutions.
16. The post holder will also be expected to carry out any other duties that may be reasonably requested by the IT Manager including deputising for the IT Manager if required.

KNOWLEDGE / EXPERTISE / MINIMUM QUALIFICATIONS

- Graduate level.
- Microsoft accreditation (MCSE, MCITP).
- Excellent knowledge and practical experience of Microsoft server operating systems (Windows Server 2000/2003/2008).
- Excellent knowledge and practical experience of Microsoft 'Back Office' products – Exchange, SQL server, SharePoint.
- VMWare accreditation (VCP).
- Excellent knowledge and practical experience of VMWare ESX/ESXi/vSphere 4.
- Network accreditation (CCNA).
- Excellent knowledge and practical experience of network switches and routers.
- Experience of Linux server build, configuration and management.
- Proven and relevant working experience in a busy, customer focussed team.
- Technical awareness in the areas of IT architecture, development and operations.
- Project management skills and experience.
- Excellent communication and presentation skills.
- Good administration and planning skills.

OTHER ATTRIBUTES / KEY SKILLS/COMPETENCIES

SIGNATURE (Post holder):

DATE:

SIGNATURE (Manager):

DATE: