JOB DESCRIPTION

JOB TITLE:	**SERVERS AND STORAGE MANAGER**
BAND:	**8A**
DEPARTMENT:	**INFRASTRUCTURE & UNIFIED COMMUNICATIONS**
DIRECTORATE:	**DIGITAL**
REPORTING TO:	**INFRASTRUCTURE & UNIFIED COMMUNICATIONS LEAD**
ACCOUNTABLE TO:	**ASSOCIATE DIRECTOR – DIGITAL OPERATIONS**

JOB SUMMARY

The Servers and Storage Manager is a key member of the Infrastructure & Unified Communications Team. The post holder will lead & provide subject matter expertise in the day to day management and monitoring of the Trust's infrastructure including storage, servers & virtual environment, ensuring high availability of clinical and non-clinical systems.

Working as a Servers and Storage Manager this role will manage & mentor a team of expert technical staff responsible for providing comprehensive 3rd line digital infrastructure expertise supporting & developing the Trust's:

- Hyper V Virtual platform
- Storage Area Network
- Physical Servers
- E-Mail & Messaging platforms
- MS System Centre or equivalent
- VMWare
- MS Windows Server OS
- Load Balancers
- DHCP
- DNS
- Patch Management & Deployment
- Firewalls
- Change, Incident & Problem Management

The role will also involve steering and contributing directly to ensure specific infrastructure components are compliant with the appropriate standards and architecture frameworks. Using expert knowledge and architectural techniques, the post holder will directly contribute to solution design or delivery. This includes vendor management, identifying costs, timescales, resource requirements and decommissioning of equipment in relation to programme, project & business requirements

We care   We respect   We are inclusive

KEY RESPONSIBILITIES

- Responsible for the day-to-day management of the Servers & Storage team including 1-1s, appraisals and staff development
- Act as the overall owner of the Servers & Storage function including service development and improvements.
- Monitoring of the Trust's infrastructure including storage, servers & virtual environment, ensuring high availability of clinical and non-clinical systems.
- Responsible for resolving challenging and highly complex issues that have been raised through the Digital Service desk.
- Deputise for the Infrastructure and Unified Communications Lead as required
- Ensure that service delivery standards are achieved
- Work collaboratively with the Infrastructure and Unified Communications Lead, other operational leads, and other colleagues to ensure that service delivery and improvement plans are developed, implemented and reviewed
- Ensure that financial controls are established and maintained within the servers and storage team
- Work in partnership with colleagues across the Trust to drive the achievement of the Trust's corporate goals and business plan, including the achievement of all the relevant performance standards incorporating quality, safety, contractual, financial and people
- Development of the standard operating procedures for the day to day management of infrastructure to ensure high availability of the infrastructure, e.g. routine daily checks, fine tuning.
- Applying guidelines for setting priorities for resolution, monitoring progress, and applying escalation procedures for incidents and problems not progressing satisfactorily.
- Act as an ambassador for the Trust, ensuring the positive development of the Trust brand, championing the Trust's values

MAIN DUTIES AND RESPONSIBILITIES

Management/ Leadership	- Provide line management of the servers & storage team. - Lead, manage and motivate staff within the servers & storage team to deliver and improve services - Create and promote an environment of pro-active support and remote management, actively reducing incidents and problems. - Lead on the delivery of day to day maintenance activities including pro-active maintenance to ensure high availability of systems running on the trusts infrastructure - Develop the business and planning processes throughout department to deliver services to required standards and within the available resource base - Develop processes in collaboration with other team leads to jointly manage the business, delivery and development of services - Work collaboratively with the Infrastructure and Unified Communications Lead to ensure effective workforce planning that meets the needs of both current or future service

We care   We respect   We are inclusive

	developments, ensure that all staff receive appropriate education or training opportunities which supports the workforce strategy and therefore, the strategic aims of the Trust • Lead on the development, implementation, establishment and review of performance management systems within the Servers & Storage team, it is critical that this is done collaboratively with other leads within the Infrastructure & Unified Communications service and across the Digital department. • Responsibility for the team rota including early or late shift covers and out of hours upgrades or moves • Manage a constant stream of conflicting priorities utilising exceptional organisation or communication skills, ensuring that complex technical information can be explained in non-technical / business terms. • Take ownership of escalated incidents and problems, handling until an acceptable resolution is achieved and escalating when necessary
Human Resources	• Work collaboratively with the Digital Leadership team to ensure effective workforce planning that meets the needs of both current or future service developments. • Responsibility for recruiting, motivating and developing staff within the team to ensure they can deliver the team objectives including appraisals, training and management of disciplinary procedures as required • Ensure that all staff receive appropriate education or training opportunities which supports the workforce strategy and therefore, the strategic aims of the Trust • Overall responsibility for ensuring adherence to trust HR policies within the Servers and Storage Team and that appropriate action has been taken when necessary
Performance and Quality	**Service Delivery and Improvement** • Ensure the efficient organisation of servers & storage team within department, making best use of capacity to deliver activity within the terms of the Service Level Agreements (SLAs) and with cost effective utilisation of staff and non-pay resources • Monitor outstanding incidents and service requests against Service Level Agreements (SLAs), prioritising workload effectively • Managing multi-strand problems, negotiating timely resolution with external 3rd party service providers in dealing with highly complex hardware and software incidents or problems, these may require re-configuration of software and hardware. • Ensure that calls are proactively monitored and appropriate alerting mechanisms are in-place and fully functional. • Manage changes or service levels in line with pre-defined targets and Key Performance Indicators (KPIs and SLAs). • Identify and escalate repeat Incidents that indicate a wider

We care   *We respect*   *We are inclusive*

problem needing a deeper investigation and a root cause analysis to be undertaken.

- To identify and escalate any emerging risks and issues that may impact upon the availability of the Trust's clinical and non-clinical applications.
- Work with the programme teams to ensure new services are provisioned in line with project tolerances & successfully transitioned into support.
- Supporting servers & storage infrastructure and associated platforms across all Trust Sites
- Propose changes to and implement new procedures when introduced.
- Correctly record and update asset information
- Keep up to date with all Trust Policies and working practices.
- Liaise with external companies providing 3rd party support

Risk Management and Governance

- Lead a culture within servers & storage team that ensures that all technical and operational employees comply with Trust policies and guidelines
- Support the Infrastructure & Unified Communications Lead and other team leads in the delivery of the governance plan for the department
- Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place
- Work collaboratively with colleagues to ensure that all risks are identified and included as appropriate on the organisational risk register
- Work collaboratively with colleagues to address complaints and incidents appropriately, lead the learning from such events to ensure that learning is achieved across the department and are progressed appropriately to reduce the risk profile

Corporate

- With other leaders across the Trust, provide public interest entrepreneurial leadership of the trust, within a framework of prudent and effective controls which enable risk to be assessed and managed
- Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests
- Work with colleagues to facilitate corporate and divisional performance through realistic, cross referenced and measurable objectives
- Put the interests of the Trust before any interest to a specific area of responsibility, and to participate fully in the department's collective decision-making as a team member rather than as a functional or professional advocate
- Hold a 'corporate' leadership role for delivery of cross cutting agendas that defines ways of working between directorates and shapes individual and joint roles across the organisation

We care   We respect   We are inclusive

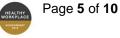|	
Financial and Physical Resources	- Budget responsibility in relation to the management of operational activities and is responsible for ensuring sufficient resource is forecast and budgeted by the programme management team for new services, initiatives, or systems - Responsibility for monitoring expenditure to ensure budget compliance - Ensure that budgets are managed in accordance with the Trust's Standing Financial Instructions, working collaboratively with the Infrastructure & Unified Communications Lead and finance lead, taking action where necessary to prevent or address variance in performance, and to incorporate recommendations of internal and external audit - Ensure the department meets the required performance standards - Share and communicate performance indicators and level of performance throughout the department, taking action where required to address variance from the standard/milestone - Ensure that unplanned variation in service delivery (activity, income, expenditure, capacity, performance) is identified and appropriate, timely action taken - Ensure that hardware associated with servers & storage is proactively monitored and appropriate alerting mechanisms are in-place and fully functional - Work collaboratively with the Infrastructure & Unified Communications Lead to lead the department in the development of cost improvement plans and their implementation as part of financial recovery processes - Working with the Contracts Team responsible for ensuring equipment/hardware contracts are fit for purpose and cost effective. - Responsible for monitoring contract expiry and renewal processes - Develop capital and revenue business cases for submission to the relevant Boards.
Personal Skills and Qualities	- Good analytical and problem solving skills – ability to analyse highly complex data/information and make judgements/draw conclusions – including ability to respond to unexpected demands - Ability to work independently and make autonomous decisions - Strong communication skills both written and verbal – able to provide and receive highly complex, sensitive information and use persuasion, influencing and negotiation with individuals and groups including stakeholders - Ability to embrace, lead and drive change - Ability to organise and prioritise own workload and direct the work others and adjust plans as required both in the short and long term - Able to work flexibly to meet the demands of the role - Demonstrates a strong desire to improve performance and services

We care   *We respect*   *We are inclusive*

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times,

We care   We respect   We are inclusive

the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.

To safeguard at all times, the confidentiality of information relating to patients/clients and staff.

General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand

We care   We respect   We are inclusive

	rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

PERSON SPECIFICATION

JOB TITLE:	SERVERS & STORAGE MANAGER
BAND:	8A
DEPARTMENT:	INFRASTRUCTURE & UNIFIED COMMUNICATIONS
DIRECTORATE:	DIGITAL
REPORTING TO:	INFRASTRUCTURE & UNIFIED COMMUNICATIONS LEAD
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – DIGITAL OPERATIONS

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Qualified to Master's degree level in a suitable technical, scientific or mathematical subject or equivalent experience	E	S/I
	• Management/leadership qualification or equivalent experience	E	S/I
	• Evidence of continued professional development MCSE (Microsoft)	E	S/I
	• ITIL	D	S/I
	• VCP (VMware)	D	S/I
	• Project Management	D	S/I
Experience	• Proven experience of working in a management/leadership role	E	S/I
	• Experience of managing, leading and motivating a team	E	S/I
	• Leading service changes to improve performance	E	S/I
	• Responsible for a budget and budget setting	E	S/I
	• Identifying and interpreting national policy and implementing required changes	E	S/I
	• Business case development and annual planning, longer term planning	E	S/I
	• Proven experience of working in a management/leadership role	E	S/I
	• Financial procedures including budget	E	S/I

We care   We respect   We are inclusive

	setting and working knowledge of financial processes		
	• Business planning /annual planning/long term planning	E	S/I
	• In depth understanding of change management	E	S/I
	• Risk management and governance	E	S/I
	• Experience of working within an NHS Digital Department environment.	D	S/I
	• Leading a team providing infrastructure support within a healthcare setting	D	S/I
	• Utilising Microsoft Server technologies, Citrix, Hyper-V, VMWare or an enterprise storage solution within a corporate environment	D	S/I
Knowledge and Skills	• Highly developed specialist knowledge of working in a digital support environment.	E	S/I
	• In depth knowledge of Microsoft Server technologies and their correct usage	E	S/I
	• Knowledge of service improvements/transformation and project management	E	S/I
	• Good understanding of the current NHS agenda and healthcare policy	D	S/I
Personal	• Good analytical and problem solving skills – ability to analyse highly complex data/information and make judgements/draw conclusions – including ability to respond to unexpected demands	E	S/I
	• Ability to work independently and make autonomous decisions	E	S/I
	• Strong communication skills both written and verbal – able to provide and receive highly complex, sensitive information and use persuasion, influencing and negotiation with individuals and groups including stakeholders	E	S/I
	• Ability to embrace, lead and drive change	E	S/I
	• Ability to organise and prioritise own workload and direct the work others and adjust plans as required both in the short and long term	E	S/I
	• Able to work flexibly to meet the demands of the role	E	S/I
	• Demonstrates a strong desire to improve performance and services	E	S/I

We care   We respect   We are inclusive

We care   We respect   We are inclusive