Working with us:

IT Infrastructure Manager

Job Pack – October 2023

citizens advice scotland

Contents

A note from our CEO, Derek Mitchell

"Thank you for your interest in joining the Citizens Advice Scotland team. Our employees play a critical role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland.

We hope this pack will give you the information you need to decide if a role with us is right for you. We rely on each member of the team to bring their own unique skills, experience, views and commitment to our goals – it's that combination which makes our organisation what it is.

The Citizens Advice network in Scotland provides much-needed advice and information to people of all walks of life, on a huge range of issues. We give a piece of advice every 19 seconds – face to face, online and by phone. The services we and our members provide make a difference in communities across Scotland and the rest of Great Britain, ensuring people are aware of their rights. It's a powerful thing to be part of.

We look forward to hearing from you if you decide to apply, and to learning more about what you can bring to this role, and to the team."

Derek Mitchell, CEO
Citizens Advice Scotland

About Citizens Advice Scotland

The Citizens Advice network in Scotland is the largest independent advice service in the country. Citizens Advice Scotland is a charity within this network – we act as a national organisation supporting and representing the service as a whole and the interests of citizens.

At the heart of the network there are 59 individual citizens advice bureau organisations across Scotland, all operating as independent charities in their own right, and generally focusing on providing support directly to clients. Each of these organisations is a member of Citizens Advice Scotland. Also providing significant added value are the national elements of the service run out of Citizens Advice Scotland, such as the Extra Help Unit.

We believe that every citizen should have access to free, impartial and confidential advice that helps them make informed decisions, whenever they need it and however they choose to access it. Whether that's face-to-face, over the phone or online, people know that wherever they see the familiar blue and yellow of our brand, they are guaranteed the same high quality of free, impartial and confidential advice.

Citizens Advice Scotland is committed to promoting diversity and inclusion. We offer a range of family friendly, inclusive employment policies and flexible working arrangements to support all our staff. We are also committed to equality of opportunity for all and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Find out more at www.cas.org.uk.

Employee Benefits

Our people are our greatest strength and make Citizens Advice Scotland a great place to work. We place our people at the forefront of everything we do, and we offer a wide range of benefits to show how much we value everyone who works for us.

Work-life balance

> **35 hour full time working week**
> **Flexible working opportunities for everyone**
> **Flexitime system**
> **Blended/Hybrid Working**
> **Generous leave:** 30 days annual leave + 10 days public holiday

Health and wellbeing

> **Occupational Sick Pay:** up to 6 months full pay and 6 months half pay dependant on length of service
> **Life Assurance Scheme:** financial security and reassurance for employees and their families.
> **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate.
> **Annual On-site Employee Health Checks**
> **Employee Counselling Service**

Financial benefits

> **Pension scheme:** save for your future with an 8% employer and 4% employee contribution.
> **Capital Credit Union:** access ethical financial services with a credit union membership.
> **Independent Financial Advice**
> **Access to Employee Benefits/Discounts:** including special offers, discounts and deals from over 200 suppliers

Other benefits

> **Generous Maternity, Adoption and Paternity Pay**
> **Enhanced occupational Sick Pay**
> **Family Friendly Policies and Support**
> **Season ticket loans:** take out an interest-free season ticket loan to save on travelling to and from work
> **Salary sacrifice schemes:** Various schemes including Cycle to Work and Home Technology schemes.
> **Paid time off to volunteer**
> **Learning and Developing Opportunities for all**

About the role

> **Job title:** IT Infrastructure Manager
> **Location:** Edinburgh/Glasgow office with options for blended working
> **Hours per week:** 35
> **Type of contract:** Permanent
> **Job Level and Salary scale:** (Level 6) £ 36603- £ 44738 per annum., commensurate with experience

*The successful candidate's salary will be determined in line with their skills and experience. New employees are normally appointed at the lower end of the salary scale and potential candidates should not expect to be appointed above the midpoint of the salary scale.

> **Closing date:** 22 October 2023
> **Interviews:** w/c 30 October 2023

About the job

The IT Infrastructure Manager is responsible for the delivery of the technical infrastructure and services, which underpin the work of CAS and the Citizen Advice Bureaux. The IT Infrastructure Manager will utilise their extensive skills and experience to ensure that all CAS and shared services infrastructure, systems and services are optimised to deliver optimum value to the organisation. They will play a lead role in developing CAS infrastructure to meet the needs of CAS and our member Bureau.

The IT Infrastructure Manager will utilise their extensive technical experience to ensure that the CAS technology estate is kept up to date and developed to support the strategic objectives of CAS. The post holder will work closely with the End User Support Manager, Cyber Security Lead and Applications Manager throughout the delivery of major and minor projects ensuring that any infrastructure requirements are identified and resourced effectively.

The post holder will combine a high degree of technical knowledge with the soft skills that will allow them to lead, mentor and develop the infrastructure team, ensuring the team members have the skills and knowledge to make an essential contribution to the organisation. While this post has management responsibilities for the infrastructure team the role is primarily the key technical specialist who will deliver best-in-class infrastructure and services to CAS and the network.

This role offers you the opportunity to work at the heart of supporting Scotland's largest independent advice network and to make an invaluable contribution to citizen's lives.

How to apply

To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to: recruitment@cas.org.uk

In addition, we ask you to provide a **written statement** with examples which demonstrate how you meet the requirements of the post, as set out in the job description and person specification.

Equality & diversity monitoring

To help Citizens Advice Scotland monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form **separate** from your other application documents by emailing it to: equalitymonitoring@cas.org.uk

Job description

> **Position:** IT Infrastructure Manager
> **Responsible to:** Head of Technology and Digital
> **Line manager responsibility:** Yes
> **Budget responsibility:** Yes

Key responsibilities

> Organisational lead for infrastructure, with responsibility for all projects, processes, and technology in this area.
> Senior technical expert to resolve infrastructure issues, providing, guidance, training and support to the infrastructure team.
> Lead, mentor and develop the infrastructure team to provide outstanding services to CAS and member bureau.
> Responsible for all on-site and cloud infrastructure.
> Work with colleagues across the Technology and Digital department, specifically the End User Support Manager, Cyber Security Lead and Applications Manager to ensure our infrastructure meets and exceeds the needs of the organisation.
> Point of escalation for all infrastructure issues.
> Responsible for the management of all infrastructure hardware and software asset lifecycles.
> Ensure Cyber Security is the key consideration for all proposed projects and improvements.
> Work closely with the Cyber Security Lead to ensure all CAS infrastructure is secure.
> Advise the Head of Technology and Digital on the best infrastructure solutions for the network in line with the delivery of the CAS strategic plan.
> Support the Head of Technology and Digital to develop and implement an IT Infrastructure roadmap which ensures that CAS infrastructure is positioned to support and facilitate the ambition of the CAS and the network.
> Provide the Head of Technology & Digital with regular service performance and project status reports.
> Drive the delivery of corporate IT services and projects both within CAS and across the CAB network.
> Ensure IT business continuity – develop, maintain and test disaster recovery plans for agreed services.
> Deliver the agreed IT components of projects.

Accountability and Decision Making

> Overall responsibility for delivery of all infrastructure objectives.

> Acts as the expert on IT matters within the organisation – advises the Head of Technology and Digital on all infrastructure matters.

> Responsible for specifying and recommending infrastructure solutions.

> Expected to proactively identify opportunities to improve services.

Problem solving and Complexity

> Able to solve complex technical and operational issues by utilising their knowledge and experience in a pragmatic manner.

> Problems are likely to be complex, requiring considerable analysis and option generation.

> Problems faced by the jobholder will be around how to support organisational direction of travel, delivering IT aspects of the strategic plan.

> The job holder will have the expertise to resolve all technical queries.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person specification

Knowledge, skills and experience

Essential Qualifications
> A degree or equivalent qualification in a relevant subject area or significant demonstrable experience.

Desirable Qualifications
> Any relevant IT certification.
> Experience of managing and implementing large scale infrastructure projects.
> Experience of working with Scottish and Central Government organisations.

Essential Experience
> In-depth and extensive hands-on experience of administering and delivering infrastructure solutions in a complex multisite environment.
> Extensive experience of Microsoft server technologies.
> Strong problem-solving skills.
> Extensive experience of Windows Server administration.
> Extensive experience of Active Directory and Azure Active Directory.
> Experience of MS365 setup and administration.
> Experience of Telephony administration.
> Significant experience of virtualisation technologies (Hyper V and VMWare).
> A thorough understanding of LAN, WAN, WLAN, VPN, DNS, DHCP
> Knowledge of storage technologies SAN & NAS.
> Experience of cyber security requirements, including patch management processing and configuration controls.
> Extensive experience of networking technologies across multiple vendors.
> Experience of migrating services to the cloud.
> PowerShell scripting experience.
> Experience of Firewall management.

Desirable Experience
> Experience of leading and managing small teams and projects.
> Experience of managing, developing, and coaching technical staff, ensuring they have the skills to be successful to succeed in their respective roles.
> Experience of working for a managed services provider.
> Automation processing and scripting.
> Working knowledge of Intune and Auto Pilot.
> Previous experience of Cyber Essentials accreditation.

Personal Skills

> Excellent communication skills.
> Focus and experience with providing services to meet the needs of the business.
> Ability to effectively prioritise and execute tasks.
> Confident in dealing with highly technical and complex problems.

Additional Requirements

> Occasional requirement to travel within Scotland.
> Occasional requirement to work out with normal office hours.

www.cas.org.uk

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The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)