

Career Opportunity

Job Title: Infrastructure Delivery Team Leader

Vacancy Ref: 12/018

Band: Operational Delivery

Salary Range: Dependent upon experience

Dept: Group IT

Location: Chiswick

Job Purpose:

The team leader will be responsible for the day-to-day management of the team who deliver the following services: Server technical administration, configuration and planning of operational systems, including (but not limited to) BSI's Active-Directory, The Microsoft Exchange email system, Desktop OS and build environment, Security Systems (including Anti-Virus), file and print environment and all levels of Network Infrastructure.

The team leader, working with the relevant support from within BSI's IT dept will provide proactive recommendations, high quality support and development services and the successful delivery of both IT and business projects. There will also be a requirement to provide a third line point of escalation for appropriate global infrastructure solutions to include design and selection of storage, data centre, client/server environments, voice systems and WAN/LAN data Infrastructure. This is a hands-on as well as management role.

Key responsibilities:

- 1) Lead the team responsible for the proposal, design and delivery of solutions covering all areas of infrastructure technologies to include servers, client facilities, storage, voice systems and WAN/LAN systems aligned with BSI Business requirements.
 - 2) Be responsible for the assignment of day-to-day and project tasks throughout the infrastructure team, and the continued high level of performance and motivation of all members.
 - 3) Objective setting for all permanent members of the team will be a key responsibility, as will completing the annual PDR process.
 - 4) Benchmark infrastructure services to help drive improvement and cost efficiency.
 - 5) Drive quality Control and Service Management principles throughout the Infrastructure teams in line with ITIL and other documented best practices.
 - 6) Ensure all 'Security' work undertaken by the team follows the Information Security
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Standards.

- 7) Ensure all 'Service Management' work undertaken follows ITIL best practice.
 - 8) Be proactive in reviewing (with Service Management) opportunities for quality improvement.
 - 9) In conjunction with Service Management and wider IT Management, ensure all work on the BSI Infrastructure is in accordance with Service Management best practice.
 - 10) Produce metrics as required by the Global Service Delivery Manager for all Infrastructure services.
 - 11) Ensure all Documentation delivered by the team meets the agreed standard necessary for the successful handover of new / updated systems to the relevant support teams e.g. user builds, system guides, builds and administration guides.
 - 12) Ensure adequate 3rd line support cover is available as per business / technical needs. This to include training of other Group IT resources to increase knowledge.
 - 13) Acts as a point of escalation for incidents raised that cannot be dealt with by 1st/2nd line.
 - 14) Assist as required with vendor selection.
 - 15) Ensure that all services, operations and changes are fully recorded and documented to high standards required for the role.
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Candidate Spec:

- Previous experience in a team leader role for teams of 4-8 members.
 - Extensive awareness of current IT Technologies & terminologies, and the ability to quickly develop an understanding of the BSI environment.
 - Excellent interpersonal, mentoring and organisational skills necessary for dealing with individuals at all levels within BSI, as well as external organisations.
 - Must be able to articulate ideas and decisions to team members and management (IT and Business) in a clear, concise way.
 - Consistent and methodical approach to working with accuracy and attention to detail.
 - Experience of working in an Infrastructure Delivery environment preferably for a global company.
 - Microsoft Windows 2008 Server experience (Mandatory)
 - Microsoft Exchange 2008 Server experience (Mandatory)
 - Microsoft Windows Update services and SCCM knowledge (Mandatory)
 - VMWare desktop and server virtualisation technologies (Mandatory)
 - Laptop Encryption and Client Security experience (Preferred)
 - Microsoft Active-directory experience (Mandatory)
 - Through understanding of Networking technologies(LAN, WAN, VPN, RAS, TCP/IP, DHCP and DNS) experience (Desirable)
 - Exposure to Cisco Equipment (Hubs/Switches/Routes/Firewalls/VPN) (Preferred)
 - Understanding of IPT – IP Telephony preferably with Cisco Call Manager and UCCX
 - Exposure to HP and Dell servers (Preferred)
 - Exposure to Dell laptops/desktops/servers (Preferred)
 - Exposure to IBM laptops and desktops (Preferred)
 - An MCSE qualification would be preferred
 - SQL Server Experience (Preferred)
 - Exposure to Microsoft Commerce Server, SharePoint, BizTalk and CMS an advantage.
 - Project Management skills and experience.
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- Experience in a similar technical support role with detailed knowledge of networking technologies/ protocols, and the latest Microsoft technologies/applications (e.g. Windows 2008, Exchange 2007 and SCCM).
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To apply:

Please forward CV with brief covering letter to: cassius.browne@bsigroup.com

If you are an internal candidate, please advise your manager of your interest in this opportunity.

NO AGENCIES – We regret we are unable to accept applications via employment agencies.

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