

Job Title:	IT Infrastructure & Security Manager	Function:	DDaT
Reports To Manager:	Head of Digital Services	Job Family:	Support & Professional
Date:	January 2020	Band:	7

Purpose: To deliver an effective/resilient infrastructure and a secure technology environment for all PDSA systems/colleagues in order to achieve organisational goals, through high performing and motivated teams of skilled engineers.

Responsibilities	Performance Measures	Organisational Skills & Values
<ul style="list-style-type: none"> Lead, manage, and develop the team through the whole employee lifecycle. Establish escalation routes, ensuring effective communication between teams and third-party providers. Oversee the organisation-wide infrastructure, including on-premise, data centre, cloud, networking, and telephony, ensuring compliance with OLAs and SLAs. Lead the implementation of high-availability, scalable, and secure infrastructure aligned with organisational goals. Define, deliver, and maintain a security architecture that minimises risks and adheres to regulatory standards. Conduct regular security/penetration testing and implement remedial actions to enhance cyber resilience. Contribute to IT strategy and roadmap, ensuring performance, scalability, and security. Liaise with stakeholders and strategic partners to drive infrastructure and security initiatives. Influence project teams to ensure optimal infrastructure and security solutions. Support cloud migration and continuous improvement through new technologies and processes. Implement and enforce policies, standards, and security best practices. Maintain documentation for infrastructure, security products, and procedures. Ensure compliance with information security, risk management, and regulatory requirements. Balance reactive and planned security/support requests with project delivery. Develop and implement metrics-based performance monitoring, feeding into service reporting. Manage relationships and budgets with key third-party suppliers, including Cloud, Internet, Network, Telecom, and Security partners. Ensure data integrity by maintaining backup, disaster recovery, and business continuity processes. Advise on technical/security specifications for new infrastructure and security solutions. Compliance with all PDSA policies and procedures. 	<ul style="list-style-type: none"> Build to design Delivering to project timelines Responding timely to audit and testing outcomes ENPS scores in line with expectations Operate in line with departmental SLA's. 	<ul style="list-style-type: none"> Head and Heart Better together Passion with purpose Planning and organising Acting commercially Leading Effectively
	Dimensions	Role-specific knowledge & skills
	<ul style="list-style-type: none"> Direct Reports: 9 Indirect Reports: 0 Budget: £300k Internal Contacts: Stakeholders, Project Management and Service Delivery External Contacts: 3rd party suppliers under contract 	<p>Essential</p> <ul style="list-style-type: none"> IT Infrastructure Systems - Server Platforms / Cloud Platforms / Networking / Telephony / Security Operations. Vendor / Supplier Management In depth experience in a 2nd/3rd Line support and/or cyber/information security with a good understanding of the other area Comprehensive infrastructure delivery experience, including Windows, Exchange, Cloud Hosting, Networking and Telecoms skills Good understanding of cyber/information security and risk management concepts, regulations, and certifications Microsoft Technologies – Windows Server, Windows Desktops, AD and Entra, M365, Exchange online, Security tooling etc. Network Technologies – Meraki SD-Wan and Team Telecom Understanding of Cloud, IaaS, PaaS and SaaS Services <p>Desirable</p> <ul style="list-style-type: none"> Experience of Red Hat Linux, SQL, PCI Compliance, Cyber Security Frameworks Experience of project management
Approved By: HRBP		Date: March 2025

