



JOB DESCRIPTION

Job Title	Information Security and Infrastructure Manager
Department	Barbican and Guildhall School IT Department
Grade	Grade E
Location	Barbican Centre/Guildhall School
Responsible to	Head of IT for the Barbican and Guildhall School
Responsible for	The postholder will manage Network Analyst x 1, Apprentice x 1

Purpose of Post

Working closely with the Head of IT, the postholder will manage, monitor and develop the Barbican and Guildhall School's Information Security and Technical Infrastructure, leading on projects and areas of work as allocated.

The Information Security and Infrastructure Manager will provide highly available and secure networks, server and SAN infrastructure, cloud technology and development, telecoms and cyber security expertise for both organisations, ensuring the integrity and a clear development roadmap across all technology infrastructure areas.

They will act as an escalation point for the support team, utilizing expert knowledge and experience to resolve complex issues. They will also act as an IT technical expert for both Barbican and Guildhall School.

To ensure resiliency, postholders will be assigned work across the entirety of the information and infrastructure security areas both in terms of ongoing monitoring, maintenance and development and in the planning and management of projects.

Main Duties & Responsibilities

1. Working with the Head of IT, to lead on data security and IT Infrastructure at the Barbican Centre and the Guildhall School, reviewing the existing provision, proposing new technical solutions and improvement, ensuring compliance with GDPR and overall integrity and resiliency of our digital operation.
2. To ensure high availability of all critical infrastructure such as server, storage, core network and firewalls across both organisations, developing and implementing infrastructure improvement plans to be reviewed regularly and short term initiatives to deal with specific infrastructure issues.
3. To ensure the security of all data, structured (such as data within a database) and unstructured (such as general file server data), across both organisations by the continuous investment, development and monitoring of all information areas, utilizing industry-leading security products and providing regular guidance to staff.
4. To play a technical expert role in the development of the disaster recovery plans and arrangements for business critical systems and to participate in simulated recovery testing
5. To continuously research, review and disseminate the latest data security and policy advice, identifying, planning and delivering implementation of new systems before the currently used system become obsolete. To maintain awareness of existing and emerging security software and hardware solutions and develop short-term cyber security upgrade implementation plans.
6. To jointly manage and oversee the maintenance, monitoring and future development of all Barbican and Guildhall School technology infrastructure, including servers, storage, networks, telecoms, cloud infrastructure, epos and digital display.
7. To research, assess and advise the Head of IT on all infrastructure and security support contracts with third party IT suppliers, agreeing and monitoring KPIs to ensure satisfactory service levels and value for money.
8. To evaluate IT project proposals developed by staff or IT colleagues, produce recommendations and formulate implementation plans. To ensure all are carefully managed through the entire project lifecycle (e.g. brief, specification, business case, risk management, managing sponsors expectations, delivery and deadlines)
9. To manage and develop a Network Analyst, ensuring that skills and capabilities are at the right level to support our networks effectively, training and development is planned and resourced and regular performance reviews take place. To manage, support and develop an Apprentice.
10. To manage the regular external and internal penetration testing, examining recommendations and implementing fixes
11. To liaise with external suppliers and consultancies where necessary to provide additional technical expertise with complex projects or issues.

12. To investigate potential and actual service problems by the use of monitoring and alerting systems, recommending and implementing solutions. Following formal IT procedures to plan and test proposed solutions.
13. To ensure that there are appropriate operational procedures and documentation for all systems and infrastructure. Examples include system and configuration guidelines for use by others in the IT team (e.g. Firewall configuration and how-to add new rules)
14. To oversee and regularly review the patch management process for servers, desktops and key systems, following change management processes where applicable, ensuring the Network Analysts test and update all on regularly agreed cycles.
15. To be jointly responsible for the backing up of all organisational data, ensuring its regularity, integrity and availability in the event of recovery requirements.
16. To work to planned and agreed cycles, review releases, to upgrades and fixes available from application software suppliers and identify those which merit action.
17. To prepare and maintain operational documentation for relevant application/system products, for use by staff and students (e.g. how to check your voicemail). To provide advice to support staff on the correct and effective use of application/system software.
18. To collect performance data such as capacity and availability alerting to monitor system efficiency against service level agreements. To monitor both resource usage and failure rates of installed systems and provide feedback to management.
19. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
20. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
21. To undertake any other duties that may reasonably be requested appropriate to the grade



PERSON SPECIFICATION

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Department	Barbican and Guildhall School IT Department
Grade & Level	Grade E
Trent Position Number	{05D0063/001}

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Professional Qualifications / Relevant Education & Training

- ITIL (Information Technology Infrastructure Library) Foundation (A)
- CISSP/CISM or equivalent Info sec qualification
- Microsoft or equivalent technical exam completion e.g. MCSA/MCSE/CCNA (A)
- Skills, qualifications in Information security, Telecommunications, LAN and WAN data network and storage infrastructure equivalent to NVQ level 4 (T)
- Excellent proven knowledge and experience of IT Security and Infrastructure management (A)
- Agile PM or Prince2 project management qualification (A)

Experience Required including Budget holding experience (if appropriate)

- Significant experience working within the Information Systems and Infrastructure arena within a large complex organisation (to include server, network, edge security, virtualisation, remote access) (A,I)
- Significant experience in the monitoring, management and development of IT security systems e.g. AV/anti-malware/two-factor auth/phishing threat management (A,I)
- Proven experience in the development, planning, management and delivery of IT projects and system upgrades (I)

- Experience of recruiting, managing and developing people, with an ability to use coaching skills to drive high level performance and create supportive working environment (A, I)
- Knowledge and experience of the implementation of GDPR guidelines and procedures and in particular their implications for IT services
- Highly experienced as acting as an escalation point and providing 2/3rd line general IT support to a large organisation (A, I)
- Knowledge and experience of ITIL good practice and its application in an IT environment. (I)
- Highly IT literate, with an excellent understanding of current IT standards, technologies and services and their application. (I,T)
- Skills and ability to develop and document operational procedures and guidelines for systems and infrastructure.
- Excellent written communication skills with the ability to produce a range of documentation with detailed technical content such as service reports, infrastructure improvement and project implementation plans.
- Excellent verbal communication skills, with the ability to translate technical jargon into plain English for non-technical staff. (I)
- Proven ability to build and maintain effective relationships with customers (staff, students and commercial clients) and colleagues at all levels. (I)

Technical Skills

Skills, qualifications and experience in Information security, Telecommunications, LAN and WAN data network and storage infrastructure equivalent to NVQ level 4, Cisco, Juniper, Microsoft Office 365 and Azure (T)

Other Relevant Information e.g. working hours or desirables (only if applicable)

Working to business continuity plans and operations procedures, on occasion, to take emergency calls in out of office hours and to be able to resolve the issue or escalate it.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.

Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

Starting salary for this job is £40,750 including London Weighting per annum. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a permanent basis

Hours of Work

Normal office hours are 35 hours per week, excluding lunch breaks, but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 28 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly

should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

Employee Volunteering Programme

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.