

About us...

Lincolnshire



Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

Job purpose:

- Reporting to the IT Service Delivery Manager, you will be responsible for managing and leading all aspects of our on-premise and cloud infrastructure, MSP services, networks and telecoms.
- You will take a lead in recommending and designing our infrastructure as we embark upon a journey towards cloud-based solutions and delivering new ways of working.

You'll report to:

- IT Service Delivery Manager

You'll be responsible for:

- Infrastructure Analysts

Your hours

- 39 hours per week FTE
- Usual hours to be worked between 8.00am – 5.00pm Monday – Friday
- Evening and weekend working may be required as per business needs

Your financial responsibility:

- Agreed and set annual revenue and capital budget responsibility

Your relationships:

- Senior Stakeholder engagement with relevant teams (Support Centre, Audit, Compliance and Risk), with IT (Service, Cyber Security, Applications, Delivery), Operations (Business Continuity, Crisis Management) and all business lines.
- External agencies in relation to PCI and other appropriate IS assurance accreditation.

What you'll bring to us:

- An appropriate IT qualification or similar relevant recent workplace experience.
- Excellent knowledge of Cloud Services.
- Comfortable with and knowledge of IaaS, PaaS, SaaS computing models.
- Experience with managing and working with MSPs and external suppliers.

You will have demonstrable skills in:

- Microsoft Windows Server.
- Any of Azure / AWS/ GCP Clouds.
- Networking & Firewalls.
- Active Directory and Azure AD.
- Virtualisation (VMware and Citrix).
- Microsoft Office 365 and Teams.
- Windows 10.
- MDM management.
- Desirable previous team leadership experience

The following personal qualities will play an important part in the successful fulfilment of the role:

- Well organised and able to plan and prioritise across multiple streams of work.
- Excellent communication skills and able to convey very technical information in an appropriate way.
- Flexible and open to change, with a growth mindset.
- High attention to detail.



Providing and supporting
valued services



Helping to grow the
local economy



Caring for our
health and wellbeing



Looking after
our local environment

Together we are...

Your Purpose – I will contribute to my team and the Society’s ongoing success in this role by...

Your duties and responsibilities	<ul style="list-style-type: none">- Leading, managing and continuously developing a team of 3-6 infrastructure analysts.- Managing and developing infrastructure architecture and capacity, making sure we are able support future requirements and demands.- Providing hands-on subject matter expertise in this domain, championing industry best practice and balancing ideal state with pragmatic delivery.- Ensuring the performance, resilience and security of our infrastructure against agreed standards.- Managing a growing range of MSPs, negotiating and managing contracts.- Being the escalation point and owning resolution of infrastructure incidents and problems, from investigation and diagnosis through to closure and post-incident review.- Partnering with our solution delivery teams to deliver infrastructure change as required, operating within both waterfall and agile change delivery structures.
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Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

Your Approach – how you will contribute to your team and the Society’s ongoing success in this role.

I will be helpful by:	<ul style="list-style-type: none">- Responding positively to requests from colleagues and customers.- Trying to get it right first time.- Resolving customer complaints and take corrective action.- Sharing my knowledge with my colleagues.- Offering to help before being asked.- Going above and beyond.- Contributing to the team and its success.
I will inspire others by:	<ul style="list-style-type: none">- Supporting and encouraging one another.- Being a positive role model.- Listening and learning from my colleagues and line manager.- Building strong relationships with customers and colleagues.- Suggesting new ideas and trying new things.- Taking pride in my work and celebrating success.
I will be trustworthy by:	<ul style="list-style-type: none">- Using good judgement in all situations.- Being open and honest.- Take responsibility for my work and delivering positive outcomes.- Treating everyone fairly and with respect.- Doing my best for each other and our communities.



Your leadership behaviours

- Leading & Supervising** – setting a clear direction for others
- Deciding and Initiating Action** – responding suitably to values-led decisions
- Applying Expertise and Technology** – being the subject matter expert when needed
- Planning and Organising** – taking ownership to meet goals and targets
- Delivering Results and Meeting Customer Expectations** – meeting customer demands through a commitment to continuous improvement

Your Behaviours – how you will contribute to your team and the Society’s ongoing success in this role.

I will lead my team effectively by:	<ul style="list-style-type: none">- Setting appropriate standards of behaviour.- Delegating work appropriately and fairly.- Motivating and empowering my team.- Providing colleagues with development opportunities and coaching.
I will decide on the right course of action by:	<ul style="list-style-type: none">- Identifying opportunities or challenges before they become critical.- Anticipating potential problems and taking preventive measures.- Taking responsibility for my decisions and their outcomes.- Taking the lead in addressing issues or pursuing new initiatives- Learning from my successes and my failures.
I will apply my expertise appropriately by:	<ul style="list-style-type: none">- Regularly updating my skills and knowledge to adapt to new technologies.- Applying my knowledge to analyse and solve complex problems.- Communicating my findings in a clear and actionable manner.- Aligning technology initiatives with the strategy of our Society.- Sharing knowledge with my team to create a culture of ongoing learning.- Acting as a subject matter expert in relevant technical areas.
I will plan and organise my time effectively by:	<ul style="list-style-type: none">- Planning activities and projects well in advance and remaining aware of possible changing circumstances.- Identifying and organising the resources needed to accomplish tasks.- Monitoring performance against deadlines and milestones.
I will consistently deliver results and meet expectations by:	<ul style="list-style-type: none">- Establishing clear, measurable goals aligned with business strategy.- Understanding and anticipating customer needs and expectations.- Taking steps to enhance the overall customer experience.- Regularly reviewing and refining processes to improve efficiency.- Maintaining flexibility in the face of unexpected challenges.- Actively seeking feedback to identify areas for improvement.