

About us...

Lincolnshire



Lincolnshire Co-op is a long-standing, community-focused organisation proud to serve the people of Lincolnshire and surrounding counties. Our Support Centre, based in Lincoln, is the operational heart of our business. It's home to a range of specialist teams who work behind the scenes to support our front-line colleagues and ensure we deliver exceptional service across all our trading areas.

Essential Information – what you need to know

Job purpose:

- Leading the day-to-day delivery of infrastructure services, coordinating the team across business-as-usual activity, incidents, maintenance and approved change.
- Coordinating incoming work, priorities and escalations across IT teams, ensuring infrastructure requests are managed effectively, and service expectations are met.
- Supporting the IT Infrastructure Manager by translating agreed plans and standards into consistent operational delivery, clear team priorities and reliable infrastructure support.

You'll report to:

- IT Infrastructure Manager

Your hours:

- 39 hours per week.

Your relationships:

- IT Infrastructure Manager and Infrastructure Analysts.
- IT colleagues across Support, Solution Delivery, Cyber and Applications.
- Managers and colleagues across the Society and its trading areas.
- Third-party technology suppliers and service partners.

What you'll bring to us:

- Experience leading or supervising day-to-day infrastructure support and technical operations.
- Strong practical experience with Azure, VMware and virtual desktop technologies such as AVD or Citrix.
- Experience supporting LAN, WAN and SD-WAN environments.
- Good working knowledge of Microsoft 365, Exchange and Intune.
- Good working knowledge of server operating systems, including Microsoft Server and Linux.
- Understanding of IT service management principles, including incident, change and problem management.
- Strong organisational skills, able to prioritise business-as-usual work, incidents and project activity.
- Clear written and verbal communication skills, with a proactive and adaptable approach.
- Experience working in a multi-site and/or retail organisation.
- A full driving licence and access to a vehicle for business use.



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:

- Leading the day-to-day activity of Infrastructure Analysts, allocating work and balancing business-as-usual, incidents and agreed project tasks.
- Coordinating infrastructure tickets and work queues, ensuring requests are recorded, prioritised and progressed within agreed service levels.
- Monitoring infrastructure services, alerts and recurring issues, taking prompt action to maintain availability and service performance.
- Responding to major incidents and escalated infrastructure issues, coordinating technical recovery, supporting root cause analysis and keeping the Infrastructure Manager informed.
- Implementing approved infrastructure changes, upgrades and maintenance in line with change controls, test plans and technical standards.
- Coordinating routine patching and maintenance activity with Cyber and other IT teams, escalating risks or conflicts where required.
- Supporting infrastructure project delivery by completing assigned technical tasks and coordinating team resources against agreed plans.
- Working with Support, Solution Delivery, Cyber, Applications and other IT teams to manage dependencies, handovers and cross-team escalations.
- Maintaining accurate infrastructure documentation, runbooks, technical records and user guidance to support consistent service delivery.
- Reviewing ticket and service-level performance, identifying recurring issues and recommending practical improvements to the Infrastructure Manager.
- Coordinating day-to-day technical engagement with third-party suppliers, escalating commercial, contractual or supplier-performance matters to the Infrastructure Manager.
- Developing team capability through coaching, knowledge sharing and practical support on systems, processes and new technologies.
- Communicating clearly with colleagues and stakeholders during incidents, planned works and service changes, using agreed escalation routes.
- Checking team timesheets and operational records for accuracy, ensuring they are completed and submitted on time.
- Attending Society sites when required to support installations, remediation, priority incidents or service restoration.
- Providing operational cover for the Infrastructure Manager when required, acting within agreed delegated authority and escalating decisions outside that scope.

Together we



- Trustworthy – we do what we say we'll do and trust others to deliver to the best of their ability
- Helpful - we support and challenge each other collaboratively, no matter the role or level.
- Respectful - we listen to other views and opinions with consideration and celebrate differences.
- Inspiring - we role model what good looks like and lead by example to be better.
- Valued - we recognise achievements and appreciate everyone's contributions.
- Empowered - we listen and encourage each other to take opportunities.

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

I will be trustworthy by:

- Delivering agreed actions and following through on commitments.
- Communicating openly about incidents, risks and timescales.
- Maintaining accurate tickets, records and technical documentation.
- Escalating concerns promptly when support or decisions are needed.

I will be helpful by:

- Supporting colleagues with practical infrastructure advice and guidance.
- Responding constructively to incidents, requests and service issues.
- Sharing technical knowledge across the team and wider IT.
- Collaborating across teams to find effective, workable solutions.

I will be respectful by:

- Listening to different views before making operational decisions.
- Treating colleagues and partners with fairness and professionalism.
- Recognising individual strengths, experience and different perspectives.
- Communicating calmly and clearly during pressure or disruption.

I will inspire others by:

- Role-modelling high standards in service and technical delivery.
- Encouraging curiosity, learning and continuous improvement within the team.
- Demonstrating resilience and focus during incidents and change.
- Championing consistent ways of working and technical best practice.

I will value people by:

- Recognising team contributions and celebrating successful outcomes.
- Acknowledging colleagues who support incident and project delivery.
- Providing constructive feedback that helps colleagues grow.
- Creating an inclusive team environment where contributions are noticed.

I will empower others by:

- Encouraging analysts to take ownership of assigned work.
- Delegating responsibility clearly while remaining available for support.
- Involving the team in problem-solving and service improvements.
- Supporting colleagues to build confidence in technical decisions.