**Job Capsule Supplementary Information: Data Centre Manager**

**This supplementary information for the Data Centre Manager is for guidance and must be used in conjunction with the Job Capsule for Corporate Services.**

**Job Family: Information and Communications Technology Level 5**

**Job Zone: Zone 1**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role purpose**

The role of the Data Centre Manager is to take responsibility for the provision of day-to-day Data Centre service operations using best practices and standards and to lead in planning, designing and implementing strategic plans to ensure data centre capacity meets the Council’s existing and future requirements.

To provide technical leadership and expert advice for Data Centre operations and development.

**Example outcomes or objectives that this role will deliver**

* To take overall responsibility for the security of Data Centre operations and ensure that appropriate controls are implemented
* Assist in developing Disaster Recovery plans, ensuring these are consistent with the Corporate Business Continuity Plan
* Lead in the planning, development and enhancement of the Data Centre provision within overall business planning
* Produce business cases for recommended architecture and infrastructure changes, identifying the anticipated business benefits, together with the risks and consequences of failure to support infrastructure performance reporting.
* Assist in planning and on-going development of the Council's technical architecture and infrastructure, applying Systems Thinking and Lean approaches to drive out further efficiencies and costs
* Provide technical management of the Data Centre, ensuring that agreed service levels are met and all relevant policies and procedures are adhered to, whilst seeking means of continual improvement
* Ensure that operational procedures and working practices are fit for purpose and current.
* To manage budgets for staffing, projects and relevant support contracts ensuring monthly forecasts are completed in accordance with council procedures.
* Maintain the configuration management system, documenting details of all hardware/software items that have been installed, removed or changed so that configuration management records are fully updated and accurate.

**People management responsibilities**

* Line Manage Senior Data Centre Engineers and Data Centre Engineers.

**Relationships**

* This post reports to the Infrastructure Manager.

**Work environment**

* The post-holder will be required to work in an ‘agile’ way in line with Camden’s move to a paperless and flexible work environment.

**Technical knowledge and experience**

* BSc in relevant discipline, or equivalent industry experience.
* Expert in understanding the IT / IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.
* Proficient in Configuration Management to give precise control over IT assets and components by recording and maintaining information about the configuration items, including hardware devices, computer programs, software licences, documentation, network devices, and data centre facilities (virtualised and static).
* Proficient in understanding Infrastructure Architecture, the frameworks and principles on which networks, systems, equipment and resources are based both on premises and cloud based.
* Proficient in understanding the principles and application of cloud/ virtualisation (including ownership, responsibilities and security implications) and the use of tools and systems to manage virtualised environments. Examples, but not limited to: Server/desktop virtualisation and SDDC (Software Defined Data Centre)
* Proficient in methods and techniques for risk management, business impact analysis, countermeasures and contingency arrangements relating to the serious disruption of IT services.
* Familiar with corporate, industry and professional standards, policies, regulations, compliance and codes of conduct associated with the role.

**Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever-increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit: <https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>