

Roles and Responsibilities for Infrastructure Services Functional Lead

RESPONSIBILITIES:

Responsible for overseeing activities related to telecom, network administration, server and database administration, and IT security areas.

ROLES:

A. GENERAL:

- Meet with the IT Manager, provide updates, and seek direction on a regular basis.
- Work effectively with the clients, users, and senior managers.
- Promote and maintain a team environment.
- Participate in projects related to responsibilities; may serve as a technical project lead on occasions.
- Recognize problems, develop recommendations and solutions, and oversee correction within assigned specialty.
- Selection, development, retention, interviews, appraisals, and identifying training needs for staff.
- Staying current on technology trends (ruggedized tablets, smart phones, etc.) and communicating these trends with the appropriate staff.
- Staffing capacity planning, service process design, performance analysis, and developing proactive resolution plans.
- Collaborate with the Administration Services functional lead to define processes, operating procedures, and metrics to develop a high-functioning organization.
- Liaise between end users and network administration staff to maximize network/systems utilization.
- Oversee the configuration and management of the IT infrastructure to support requirements in areas such as data retention, security, business continuity, disaster recovery planning/testing and information risk management.
- Coordinate with the Administrative Services budget team to help develop the IT budget.

B. TELECOMMUNICATIONS:

- Oversee the coordination between Department of Technology (DTech) and the agency to understand and fulfill the telecom needs.
- Helps establish standards for voice and telecom devices (video conferencing, mobile/wireless)

Roles and Responsibilities for Infrastructure Services Functional Lead

C. NETWORK ADMINISTRATION:

- Oversee the coordination with Department of Technology (DTech) regarding installations and configurations of Local Area Networks (LANs) and related devices.
- Plan, coordinate, and manage the implementation of agency's server short- and long-term strategy in areas such as capacity planning, upgrade paths and service levels.
- Oversee installs, configuration, upgrades, administration, monitoring, maintenance, and security for the agency file and database servers. Ensure that the server uptime is meeting the metrics.
- Coordinates the backup and disaster recovery plans with DTech, external vendors, and other functional leads.
- Act as a liaison between vendors, technical support and departments to resolve complex system and network problems. Coordinate and implement corrective measures.

D. SERVER ADMINISTRATION:

- Oversee the user account management and development and deployment of patches.
- Identify and thoroughly research various server/storage architecture and application suited for the business operations, and develop the business case justification if needed.

E. DATABASE ADMINISTRATION:

- Oversee the user account management and development and deployment of patches.
- Plan, coordinate, and manage the implementation of agency's server short- and long-term strategy in areas such as capacity planning, upgrade paths and service levels.
- Oversee installs, configuration, upgrades, administration, monitoring, maintenance, and security for the agency file and database servers. Ensure that the server uptime is meeting the metrics.
- Work with database administration team to protect sensitive data while maintaining optimal system performance.

F. SECURITY:

- Identify security risks and coordinate their remediation.

Roles and Responsibilities for Infrastructure Services Functional Lead

- Manage responses to security incidents.
- Work with various IT functional groups to ensure end-to-end system security in regards to data exchange between systems both internal and external.
- Provide security insight and guidance to other functional groups within the agency to reduce unnecessary risk to the agency.
- Provide practical security best-practice guidance to agency-wide networking initiatives.
- Research emerging security technologies for their application in the agency's computing environment.
- Monitors and enforces security procedures.
- Analyze impact of existing or proposed projects on the enterprise infrastructure to ensure projects are not compromising the security of the infrastructure or security policies.
- Collaborating with systems, network, database, technicians on proposed projects to ensure security is maintained.
- Promote and increase security awareness and training in the agency.
- Provide independent assessments of network security on an as-needed basis