

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Business Improvement Officer (IT Hardware and Infrastructure)

**Location:** Edinburgh

**Team/Directorate:** Business Services

**Responsible To:** Business Improvement Manager

**Responsible For:** N/A

# 2. JOB PURPOSE

To provide advanced support, administration, maintenance and development for the Network infrastructure, Comms and hardware both for our internal stakeholders and our external customers and contractors. Achieve this through management of our suppliers and building partnerships to ensure the highest level of service delivery, accessibility and stability for our users.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Support the technical co-ordination and set up of networks and infrastructure, establishing cyclical maintenance and support with external partners to provide a stable environment for end users across the Group
* Work in partnership with suppliers to ensure effective contract management and delivery against SLA’s.
* Monitor and process supplier invoices and billing to assist the BIM with budget control.
* Co-ordinate and lead on delivery of IT Projects, with support from the Business Improvement Manager (BIM) to support delivery of the Cairn Housing Group Business Plan
* Assist with IT skills development across the group to ensure staff are confident in using hardware and digital technologies relevant to their roles.
* Support and monitor network and systems security in line with best practice and industry standards to help reduce risk from cyber threats
* Support and manage connectivity for all sites across the Group including cloud telephony to ensure staff can make the most efficient use of mobile working at any location.
* Provide 3rd party support, advice and guidance to external customers for infrastructure, hardware, networking and connectivity to fulfil contractual obligations and achieve high levels of customer service
* Lead on the resolution of 2nd and 3rd line support issues across the group to allow business critical systems to remain accessible for the delivery of all services
* Guide and advise on the development and maintenance of group’s IT Policies and Procedures including Disaster Recovery and Business Continuity Plans to minimise the impact on operational service delivery
* Guide and advise on the development, maintenance and testing of Disaster Recovery and Business Continuity Plans to minimise any impact on operational service delivery
* Guide and advise on the potential of new applications and technologies for adoption by the group to support digital transformation, specifically Microsoft 365
* Co-ordinate and maintain centralised inventory for mobile working devices and co-ordinate new starters and leavers to ensure devices are accounted for at all times to reduce any security risk to the Group, it’s data and networks.
* Assist and support the BIM through the procurement process to ensure we consider and can evidence our approach to value for money in service delivery for our tenants.
* Monitor and manage usage and capacity within the group network to ensure the efficient running of all business-critical systems with external support partners
* Demonstrate the principles of continuous improvement in all tasks and promote these principles through partnership working with colleagues across the Group to embed continuous improvement
* Facilitate knowledge transfer to other members of the BI team for business continuity for critical systems and applications and maintain process and system administration documentation to ensure minimal impact on services during periods of leave and sickness absence.

**3.2 Key Performance Indicators**

# Achieve high levels of internal satisfaction with Business Improvement – 9/10

* Delivery of agreed projects within timescales
* Achieve 99% network uptime (TBC)

# 3.3 Key Contacts – Internal & External

# Staff Members - Cairn Group (All Staff), Cairn Board, ANCHO Board

External Support Partners – TSG, CCSMedia, DB Comms, O2

External Suppliers – Capital Solutions, Netcall, Pulsant, Microsoft

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**Business Improvement Officer (IT Hardware and Infrastructure)**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | * Academic qualification in relevant discipline or relevant professional qualification (ITIL) * 3 years’ experience at a senior level in an IT support environment |  |
| Experience | * Supporting and managing Microsoft platforms and core business systems * System administration of Windows Server and Windows Desktop, Windows Domain Administration with Active Directory and Group Policy. * Experience of working with IaaS environments * Experience of working with SaaS * Experience of delivering IT projects on time and within agreed budgets * Development of IT policies and procedures based on best practice * Investigation and resolution of complex IT problems effectively through partnership with suppliers and support partners * Knowledge of Networking Technology including load balancing and firewalls. * Experience of process mapping and the creation of network diagrams, data base schema and other relevant system administration documentation. * Experience with backup, disaster recovery and replication tools and best practice | * Experience of training end users and skills development support |
| Knowledge | * Knowledge of Microsoft Stack such as MS SQL, MS Exchange, etc. * Knowledge of M365 products and licensing, specifically SharePoint * Windows Server 2012/2016 * Knowledge of SaaS and IaaS * Knowledge of remote access environments (RDP) * Knowledge of best practice for DR and BCP * Knowledge of project management methods and when to apply them. | * Awareness of Cyber Essentials * Knowledge of mobile device management (MDM) systems * Knowledge of the Social Housing Sector in Scotland |
| Skills | * Excellent organisational skills (planning, prioritising, delivery) * Strong Business Analysis skills * Excellent communication & inter-personal skills with the ability to work in partnership with internal colleagues and external support providers, as part of a team and on your own initiative. * Keeping up to date with best practice and industry standards * Project planning and management using most appropriate methods * Process mapping and process documentation * Project management |  |
| Personal attributes | * Confident, enthusiastic, flexible and adaptable * A positive and creative problem-solving attitude * Strong interpersonal skills to build and maintain working relationships and work as part of a team * Ability to assesses the importance of objectives, activities and events in relation to organisational goals * Able to maintain high performance levels under pressure and/or opposition * Resilient in the face of disappointments, criticism or failures * Demonstrates team work and is able to complement the roles of others by taking on the role of leader, peer or subordinate * Ability to plan and organise own use of time effectively to meet deadlines and priorities * Use initiative to gather information relevant to organisational issues, trends and problems * Following through * (establishes procedures and monitors the progress and results of plans and activities to ensure that goals are achieved) * Proactively applies new, job-related skills and approaches to improve service delivery |  |
| Additional requirements | * This role is based in the Edinburgh office but supports the Group and it’s locations * Willingness to travel to other office locations and remote sites and able to occasionally stay away from home overnight * This role is eligible for flexible and home working arrangements as authorised by the BIM. | * Valid driver’s licence and car available for business use |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**