TITLE: **TEAM LEAD, IT INFRASTRUCTURE**   **#242**

SECTION: Information Technology Department

REPORTS TO: Director of Information Technology

SUMMARY

Reporting to the Director of Information Technology or designate, the Team Lead, IT Infrastructure plays a key role in the IT Department's goal of ensuring the delivery of IT services are meeting the needs of the district. The Team Lead, IT Infrastructure is responsible for planning, installation, configuration, integration, administration, maintenance, and security expertise for all district-managed IT infrastructure. This role provides day to day supervision of the infrastructure team and front-line leadership to all IT staff in matters of IT infrastructure systems and services.

DUTIES

- Support, plan and provide technical and team leadership for district IT infrastructure operations and project activities
- Provide day-to-day supervision of the IT Infrastructure team
- Provide direction and guidance to all IT staff on matters related to IT infrastructure operations, strategic and tactical initiatives
- Responsible for achieving infrastructure service level objectives
- Recommend and plan initiatives with regards to technology lifecycles
- Responsible for the definition, documentation and implementation of processes and best practices
- Identify risks, anticipate issues, create solutions, and resolve problems in relation to infrastructure project or service delivery
- Identify and remedy vulnerabilities where appropriate in conjunction with IT Security team members
- Work with and maintain good relationships with technology partners, contractors, and suppliers
- Provide input towards budget forecasting
- Provide team leadership with implementation, adoption and improvement of ITSM and Project Management processes
- Lead infrastructure projects
- Evaluate technology usage and provide recommendations on best business solutions
- Design and implement IT DR and BCP capability for the district. Ensure regular testing and ability to recover from the significant loss of mission critical IT services
- Maintain a strong awareness of current technology trends and vendor roadmaps
- Provide an exceptional customer centric approach to service delivery
- Prepare and maintain written processes for all installations, configurations, user manuals, procedures, inventories and other pertinent documentation and records as required
- Create and maintain documentation for District IT infrastructure
- May be required to perform other related duties as assigned

QUALIFICATIONS

- Bachelor's degree in Computer Science, Information Systems or related discipline

- 10 years of recent and relevant IT experience in the following areas:
  - Minimum of 2 years recent experience leading IT Infrastructure or operations teams
  - Minimum of 3 years experience with design, implementation, administration and Tier 3 support experience with mission critical, enterprise IT Infrastructure systems – on premises as well as xaaS environments, including; server, storage and virtualization technologies, networking and firewalls, messaging and telephony, database and development environments
  - Experience managing projects applying Project Management methodologies
  - Experience with ITSM, networking, security and infrastructure operations
  - Experience with planning and implementing BCP and DR
- Certification and training in Project Management, ITSM, security and relevant vendor platforms is preferred
- An equivalent combination of education and experience may be considered
- Demonstrated strong research, analytical and problem-solving abilities
- Superior written and verbal communication skills
- Ability to impact and influence, manage change, build consensus, and encourage others to support initiatives
- Demonstrated ability to manage a demanding portfolio and provide expertise and good judgement on number of key initiatives
- Ability to maintain the confidentiality of sensitive information with a high degree of diplomacy
- Ability to meet the physical demands of the role, including work from ladders as needed, regularly lift and/or move up to 50 pounds, reach with hands and arms, climb and balance, stoop, crouch or crawl, regularly use hands and fingers to handle/operate office equipment, and work under pressure, where continuous mental, visual, and hearing concentration is frequently required
- Valid Class 5 BC Driver's License