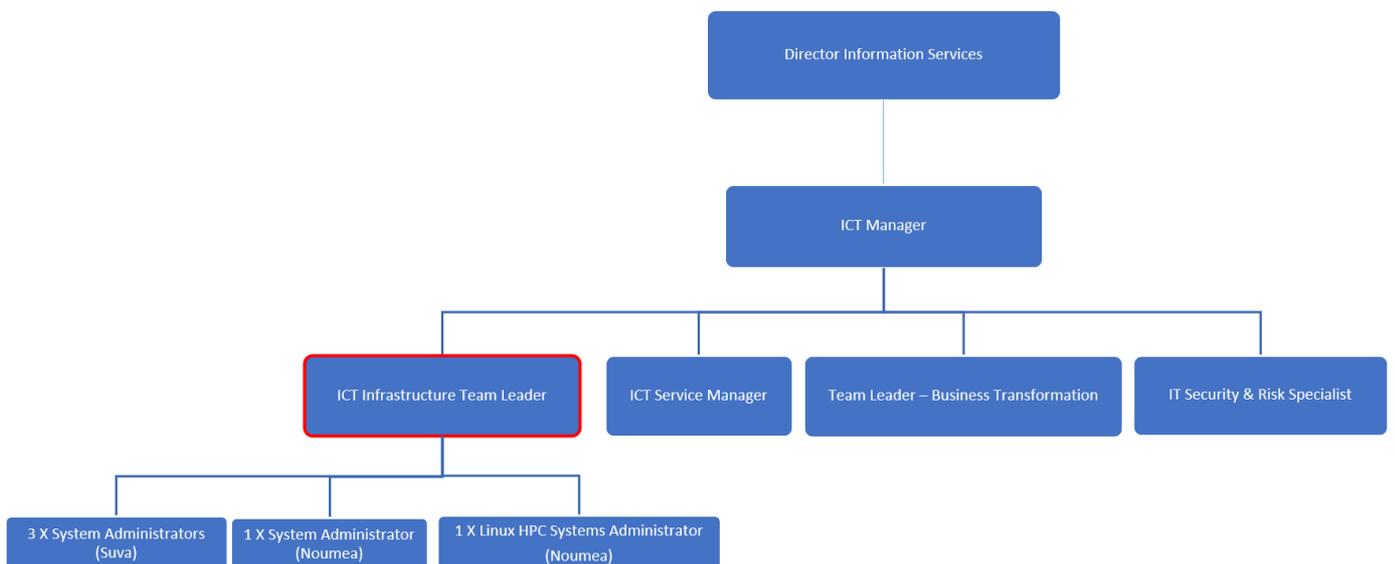




## JOB DESCRIPTION

<b>Job Title:</b>	<b>ICT Infrastructure Team Leader</b>
<b>Division/Programme and Section/Project (if any):</b>	<b>OMD</b>
<b>Location:</b>	<b>Noumea</b>
<b>Reporting to:</b>	ICT Manager
<b>Number of Direct Reports:</b>	5
<b>Purpose of Role:</b>	The Team Leader – Infrastructure is responsible for leading and managing a team of infrastructure specialists that implement and provide support for the organisation’s ICT infrastructure. The role oversees overall day to day operations of the infrastructure team to ensure availability, optimal performance and collaboration with other teams to support business objectives.
<b>Date:</b>	October 2023

### Organisational Context and Organisation Chart



## Key Result Areas (KRAs):

The position of ICT Infrastructure Team Leader encompasses the following major functions or Key Result Areas:

- Lead the Administration, Maintenance and Support of SPC ICT Infrastructure
- Provide technical leadership in ICT systems infrastructure related discipline(s)
- Identify and mitigate ICT operational risks (within known resource constraints) of SPC systems and networks.
- Participation in Infrastructure Design and Implementation of technology solutions
- Implementation, operational support, monitoring and optimization of ICT infrastructure systems.
- Vendor and Stakeholder management to ensure service levels and infrastructure services are maintained at a high quality.
- People Management, coaching and mentoring a team of infrastructure professionals to foster a cohesive work environment.
- Maintenance of infrastructure documentation and procedures as well as providing reports and updates on infrastructure performance and projects.

***The performance requirements of the Key Result Areas are broadly described below***

<b>Jobholder is accountable for</b>	<b><i>Jobholder is successful when</i></b>
<p><b>KRA#1</b>  <b>Lead the Administration, Maintenance and Support of SPC ICT Infrastructure (25%)</b></p> <ul style="list-style-type: none"> <li>• Lead, support and supervise the team providing operational support, maintenance, monitoring and management of all ICT systems (desktop environment, server, networking and storage infrastructure).</li> <li>• Ensure regular updating and maintenance of routine backup systems and procedures.</li> <li>• Monitor the corporate ServiceDesk to identify emerging issues.</li> <li>• Liaise with ICT Teams to ensure the Support Teams are informed and up to date.</li> <li>• Manage vendor relationships, contracts, service level agreements and compliance relating to procurement of goods and services.</li> <li>• Ensure that accurate infrastructure documentation on configurations is maintained regularly to reflect existing design.</li> <li>• Generate reports and provide regular updates to management on infrastructure performance</li> </ul>	<ul style="list-style-type: none"> <li>• Systems management and administration is performed to industry best practice standards ensuring minimal down time and achieving 99.9% availability for core ICT infrastructure services.</li> <li>• Integrity of backup and recovery systems and procedures are maintained and provide quick recovery times. Backup and recovery systems and procedures are in compliance with SPC corporate data retention and media management policies.</li> <li>• Service requests are managed and prioritized effectively, handled with efficiency and resolved/addressed using appropriate solutions.</li> <li>• Incident are resolved within reasonable time frames</li> <li>• Sustainable and reliable SLA and support relationships with external vendors that are in compliance with SPC corporate policies, procedures and quality assurance requirements.</li> <li>• All documentation is up to date and stored on the teams project site.</li> </ul>
<p><b>KRA#2</b>  <b>Provide technical leadership in ICT systems infrastructure related discipline(s) (10%)</b></p> <ul style="list-style-type: none"> <li>• Participate in the development, preparation and delivery of training opportunities to enhance the knowledge and efficiency of SPC ICT Technical staff.</li> <li>• Ensuring that all Systems Administrators are compliant with current change and problem management policies.</li> </ul>	<ul style="list-style-type: none"> <li>• ICT Sys Admin staff are appropriately trained and competent in delivering and supporting the services offered by the ICT Section.</li> <li>• ICT solutions are an enabling factor in achieving SPC strategic goals.</li> <li>• There is effective collaboration and advice on infrastructure related requirements with various SPC Division enabling them to deliver projects.</li> </ul>

<ul style="list-style-type: none"> <li>• Provide specialist knowledge relating to ICT with key internal and external stakeholders to maintain existing systems and ICT infrastructure.</li> <li>• Actively contribute to and support the development of the ICT Strategic Plan</li> </ul>	
<p><b>KRA#3</b>  <b>Identify and mitigate ICT operational risks (within known resource constraints) of SPC systems and networks(10%)</b></p> <ul style="list-style-type: none"> <li>• Assist in the establishment and maintenance of security, integrity and business continuity controls and documentation.</li> <li>• Ensure regular updating and testing of disaster recovery procedures.</li> <li>• Ensure there are risk mitigation strategies in place for all IT infrastructure/systems, ensuring business continuity in the event of a disaster.</li> </ul>	<ul style="list-style-type: none"> <li>• Integrity of the SPC corporate network and data communication systems is assured (including telecommunications, data centres and links and leased lines).</li> <li>• System deployment addresses the complete aspect of ICT systems lifecycle.</li> <li>• Corporate network systems are managed and kept current (including firewalls, external performance measurement, and security) current.</li> <li>• ICT infrastructure is well-maintained and replaced in a timely manner.</li> <li>• Systems failures are analysed for design faults, and knowledge used to improve design.</li> </ul>
<p><b>KRA#4</b>  <b>Participation in Infrastructure Design and Implementation of technology solutions (15%)</b></p> <ul style="list-style-type: none"> <li>• Defines scope, plans and produces deliverables for assigned projects in collaboration with other ICT Teams</li> <li>• Identifies and documents detailed business and system requirements for assigned projects. Collaborates with senior ICT staff to ensure plans and identified solutions meet needs and expectations.</li> <li>• Participate in the development and use of endorsed SPC project guidelines and standards, and apply those techniques to manage, implement and deploy approved ICT infrastructure projects.</li> <li>• Ensure that supporting processes are documented and stored in a central location.</li> <li>• Maintain accurate documentation on project implementations and closure reports.</li> <li>• Providing input into development of ICT related policies</li> </ul>	<ul style="list-style-type: none"> <li>• ICT Infrastructure systems deliver on expectations in terms of performance and budget constraints.</li> <li>• ICT project planning, design and delivery are performed to consistently high standards.</li> </ul>
<p><b>KRA#5</b>  <b>Implementation, operational support, monitoring and optimization of ICT infrastructure systems. (15%)</b></p> <ul style="list-style-type: none"> <li>• implements approved ICT solution designs in collaboration with other ICT Teams.</li> <li>• performs analysis and review of implemented systems and develops, tests and implements performance tuning and optimization.</li> <li>• design, develop, test and implement systems management tools and automation tools which enable efficiencies in operational support of ICT infrastructure systems.</li> <li>• Ensure that process documentation are current.</li> </ul>	<ul style="list-style-type: none"> <li>• ICT systems are implemented to specification and are consistent with SPC ICT policies and procedures.</li> <li>• Changes are effectively communicated to affected users, stakeholders and interested parties.</li> <li>• Changes are appropriately managed to ensure minimal impact on the availability of ICT services.</li> <li>• ICT systems operate at optimum efficiency enabling SPC staff to take full advantage of deployed technology solutions.</li> </ul>
<p><b>KRA#6</b></p>	

<p><b>People Management, coaching and mentoring a team of infrastructure professionals to foster a cohesive work environment. (25%)</b></p> <ul style="list-style-type: none"> <li>• Coordinate management of direct reporting staff to achieve the goals set during annual planning meetings. Oversee work and conduct annual job performance evaluations for those staff under his/her responsibility.</li> <li>• Assess staff skills and discuss their training needs with the Department head in line with the annual objectives and overall Division strategic plan.</li> <li>• Ensure Coordination with ICT suppliers and vendors to ensure agreed upon service level agreements are met and adhered to.</li> <li>• Ensure contractors and consultants are managed in line with network security policies.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff are managed and supervised to achieve objectives and to create an environment that promotes high performance, collaboration, staff development and succession planning.</li> </ul>
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The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

**Most Challenging Duties Typically Undertaken (Complexity):**

<ul style="list-style-type: none"> <li>• Prioritisation of service requests and maintaining operational efficiency while also working on project initiated tasks.</li> <li>• Understanding business and technical requirements and developing solutions with limited resourcing to satisfy these requirements.</li> <li>• Explore, identify, evaluate, develop, design and implement appropriate technology solutions to support SPC strategic goals and objectives.</li> <li>• Keeping up to date with current technology trends.</li> </ul>
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**Functional Relationships & Relationship Skills:**

Key internal and/or external contacts	Nature of the contact most typical
<p><b>External</b></p> <p>Key external contacts are:</p> <ul style="list-style-type: none"> <li>• Suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Requests for quotes, purchasing and servicing of ICT equipment and licensing.</li> <li>• Management of Software Licensing.</li> <li>• Discuss technical solutions.</li> </ul>
<p><b>Internal</b></p> <p>Key internal contacts are:</p> <ul style="list-style-type: none"> <li>• Director IS</li> <li>• ICT Manager</li> <li>• ICT Service Manager</li> <li>• Team Leader Business Innovation</li> <li>• SPC ICT Stakeholders</li> <li>• SPC ICT Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Responding to service requests.</li> <li>• Notification of changes to production systems.</li> <li>• Understanding requirements and needs.</li> <li>• Regular feedback and communication with ICT stakeholders on service delivery/project status.</li> <li>• Technical mentoring and training of ICT support staff.</li> <li>• Collaboration and Peer Review of solution designs.</li> </ul>

**Level of Delegation:**

Routine Expenditure Budget: 400,000 – 600,000 Euros (infrastructure Budget)

Budget Sign off Authority without requiring approval from direct supervisor: 50 Euros

**Personal Specification:**

*This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.*

**Qualifications**

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• Specialized Degree in computer Science, IT or related field</li> </ul>	<ul style="list-style-type: none"> <li>• Recent industry certifications from two of the following vendors:               <ul style="list-style-type: none"> <li>○ Microsoft</li> <li>○ VMware</li> <li>○ Cisco</li> </ul> </li> <li>• Industry recognized security certification</li> <li>• Industry recognized project management and/or IT service management certification, e.g.               <ul style="list-style-type: none"> <li>○ ITIL</li> <li>○ Prince</li> </ul> </li> </ul>

**Knowledge/Experience**

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• More than 7 years' experience in the use of corporate system backup and recovery solutions.</li> <li>• Minimum of 5 years' experience in managing a technical team of experts in a multi-cultural and/or multi-lingual environment</li> <li>• More than 3 years' experience with Microsoft office 365 as an administrator</li> <li>• More than 7 years' experience in medium-sized LAN and WAN environments running Microsoft Windows Server technologies, IIS, System Centre, AD as well as Linux Servers (Ubuntu, CentOS).</li> <li>• Proven work experience with an ITSM solution, experience with ServiceNow a plus</li> <li>• Proven work experience with Microsoft Windows 10 desktop, Linux (CentOS), and Mac OS X operating systems</li> <li>• Practical work experience in ICT Security and Identity Management (Okta)</li> <li>• Practical work experience in the installation, configuration and deployment of network routers and switches (Cisco, HP)</li> <li>• Demonstrated ability in the provision of user training and support, particularly for SPC standard office automation and customised applications.</li> <li>• Experience in good customer care, with additional focus on the support of remote users and logistical</li> </ul>	<ul style="list-style-type: none"> <li>• Support of desktop systems and applications in both English and French languages in a multi-disciplinary organisation.</li> <li>• Scripting experience using Powershell, VB script, shell scripts, perl</li> <li>• Application and web development experience using .NET technologies, Docker and Containers</li> <li>• Good working knowledge of English (for French speakers) or French (for English speakers).</li> <li>• Knowledge of Pacific Island cultures and context</li> </ul>

<p>arrangements, which are common in small Pacific Island countries.</p> <ul style="list-style-type: none"> <li>• Excellent command of English or French</li> </ul>	
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### Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"> <li>• Microsoft Windows Server technologies</li> <li>• Managed Microsoft Desktop Environment Windows 10 and above</li> </ul>
Advanced level	<ul style="list-style-type: none"> <li>• Enterprise Storage technologies</li> <li>• Enterprise Backup, Restore and Archiving technologies</li> <li>• Hyperverged Infrastructure (HCI)</li> <li>• VMware virtual infrastructure technologies:</li> <li>• Automation and scripting application packaging and deployment tools</li> <li>• Enterprise End-Point Management Technologies</li> <li>• Enterprise messaging and collaboration technologies</li> </ul>
Working knowledge	<ul style="list-style-type: none"> <li>• Thin-Client and Remote Desktop technologies:</li> <li>• Linux Server Management</li> <li>• VEEAM Backup Software</li> <li>• Network infrastructure design, implementation and support for small to medium sized enterprise environments: <ul style="list-style-type: none"> <li>• LAN and WAN design and implementation</li> <li>• Network security</li> <li>• VPN and wireless technologies</li> </ul> </li> <li>• Server, Storage, Networking, and Application Virtualisation concepts and technologies</li> <li>• Programming languages</li> <li>• Database Administration: <ul style="list-style-type: none"> <li>• MSSQL, MySQL</li> </ul> </li> <li>• ITIL/MOF or similar framework</li> <li>• Change Management</li> <li>• Technical Documentation and Report Writing</li> <li>• Linux Mac OS X and current Apple Mac hardware</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• SPC Regulations and Policies</li> <li>• Software Life Cycle Management</li> <li>• Satellite and Radio Frequency communication technologies</li> <li>• SPC Rules and Policies</li> </ul>

### Key Behaviours

All employees are measured against the following **Key Behaviours** as part of Performance Development:

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement
- Building Individual Capacity

## Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanor
- Demonstrated high level commitment to customer service

### Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.