



Position description

Position title	<i>Infrastructure Manager</i>
Group / Branch	<i>Finance & Technology/Business Technology Services</i>
Reports to (Title)	<i>IT Services Manager</i>
Competency level	<i>Managers & Team Leaders</i>

Job Purpose

The purpose of this role is to lead and oversee South East Water's IT infrastructure across on premises and cloud environments, including database and network services. The role is accountable for the delivery, performance, security and lifecycle management of infrastructure platforms, enabling reliable and scalable enterprise technology services across the organisation.

Key Accountabilities

Cloud and On Premises Computing Leadership

Provide leadership in the architecture, delivery and support of cloud computing, with Azure as the primary environment. Act as the SME across public cloud platforms and services, including IaaS and PaaS.

Database Administration and Network Services

Oversee database administration to ensure performance, reliability and availability of critical applications. Manage WAN, LAN and remote access services to maintain secure and stable connectivity.

Platform and Cloud Migration

Lead the migration of platform services and applications from on premises environments to cloud infrastructure and platform services, ensuring alignment with strategic objectives and operational requirements.

Operational Excellence

Ensure the day to day availability of all infrastructure, databases and network services, with clear accountability for incident management, SLA and uptime performance, and change and release governance. Ensure that systems are appropriately monitored, alerted, resilient and secured, with a focus on improving monitoring, alerting and incident response maturity. Lift the overall security posture through consistent patching, system hardening and enhanced visibility. Manage the lifecycle of systems to ensure currency and standards are met. Deliver reporting to demonstrate the health, performance and governance of the environment.



People Leadership and Influence

Lead, mentor and develop a team of technical engineers and administrators, providing clear direction and acting as the primary escalation point. Build strong relationships with stakeholders and vendors to influence prioritisation and delivery of the BTS roadmap. Ensure work is effectively planned, prioritised and aligned to business outcomes.

Knowledge, Skills & Experience

Required Experience

- 10+ years of IT experience with strong operational background
- 5+ years leading infrastructure or platform teams
- Experience in enterprise hybrid environments (cloud and on premises)
- Strong expertise in Azure or equivalent enterprise cloud platforms
- Proven accountability for infrastructure operations including uptime, incident management and service continuity
- Strong understanding of platform security, including hardening, patching and access control
- Experience driving operational improvements across monitoring, resilience and automation
- Ability to communicate complex technical concepts to both technical and non-technical stakeholders

Desirable

- Exposure to multi cloud environments
- Experience in regulated or critical infrastructure environments
- Industry certifications across Microsoft, Cisco or VMware



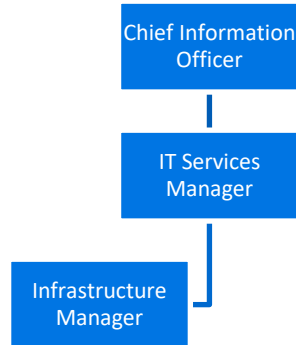
SFIA Framework

SFIA Skill	Minimum Level required to meet role expectations
Portfolio Management	5
Application Support	5
System Development Management	5
Relationship Management	5
Supplier Management	5
Performance Management	5
Professional Development	4
Specialist Advice	5
Strategic Planning	5
Service Acceptance	5
System Integration and build	5
IT Infrastructure	4
Change Management	5



Dimensions

Organisational Chart



Number of people managed:

This role will lead a team of 6 FTE and a rotating graduate placement at intermittent times. A key to success in this role is the ability to lead, influence and indirectly manage others while providing clear technical direction, mentoring team members, acting as an escalation point, and effectively engaging stakeholders across the organisation to deliver on the core functions and purpose of the role.

Size of budget managed:

N/A

Value of Assets managed:

N/A

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) none

Compliance management responsibilities outlined in the [compliance and obligations register](#) none