MI Skills Development Centre ▶▶▶

Job Profile

Job Title	IT Infrastructure Manager
Department	IT
Location	Brixton Head Office with expectation to travel to other satellite centres
Role Requirements	See attached Job Description
Skills	See attached Person Specification
Salary	£38,700
Hours of Work	9am-5pm but flexibility is required. **Full Time only**
Terms and conditions	The successful applicant will require DBS check and 2 employment references

OVERALL PURPOSE

The IT Infrastructure Manager will lead, maintain, and continuously improve the organisation's entire IT infrastructure. The postholder will oversee physical and cloud systems, network services, cybersecurity, Website and digital learning platforms across all sites including hardware, software to ensure they are operational, secure, and meet business needs. The role also includes line-managing IT Technicians/IT Apprentices/Volunteers and IT tutors and working closely with internal and external partners to ensure resilient, secure, and innovative IT services that support learning delivery, staff productivity, and organisational compliance.

KEY RESPONSIBILITIES

IT Infrastructure Management & Development
- Oversee, maintain, and upgrade the organisation's full IT infrastructure, covering servers (physical and cloud), network equipment, end-user devices, and backup systems.
- Ensure infrastructure stability, security, and performance across all sites, supporting hybrid and remote environments.
- Lead innovation to ensure infrastructure remains current, scalable, and aligned with organisational growth.
- Proactively monitor the status of IT infrastructure and flag possible issues due to age/faults, therefore minimising the risk of downtime

LMS & Education Technology Management
- Manage and maintain the organisation's **proprietary Learner Management System (LMS),** ensuring stability, user access management, and data accuracy.
- Support enhancements, integrations, and updates to digital learning platforms.
- Maintain the email system and associated accounts/licences

Cybersecurity & Risk Management
- Monitor and maintain cybersecurity systems and processes.
- Implement actions arising from risk assessments, audits, penetration tests, and vulnerability scans.
- Maintain robust data protection measures aligned with GDPR and UK data security standards.
- Lead cybersecurity awareness and safe-practices training for staff.

Network Services & Technical Operations
- Maintain all IT network services including switches, UPSs, routers, VPN, antivirus solutions, web filtering and firewall systems.
- Ensure multi-site network connectivity, uptime, and performance.
- Manage and ensure effective program distribution and installation in accordance with licensing provision
- Troubleshoot complex technical issues and manage escalations.

Cloud Services & Digital Platforms
- Manage and support the organisation's **SharePoint, Microsoft Teams, Microsoft 365 environment**, and internal digital collaboration platforms.
- Oversee system configurations, permissions, data architecture, and version control.
- Support website functionality, updates, integrations, and security.

Vendor & External Partner Management
- Liaise with external service providers including BT, Ionos, firewall/security vendors, hardware suppliers, and IT contractors.
- Monitor service performance, SLAs, and escalate issues where required.
- Oversee procurement, licensing, and renewals of IT systems and services.

Finance:
- To support project development and implementation and advise on procurement of all software and future developments of the IT infrastructure, including identifying, planning and costing upgrades/new purchases.
- Input and approve appropriate orders/invoices in line with the Organisation's finance procedures

IT Support & Technical Assistance
- Provide second- and third-line IT support to internal staff.
- Ensure PCs, laptops, printers, and devices are updated and maintained.
- Maintain user accounts including creation, password resets, permission changes, and deactivation for departing staff.

Line Management & Team Leadership
- Line- manage IT Admin Technicians/Apprentices/Volunteers and IT Tutors, ensuring effective systems support, delivery of IT training, Onboarding staff induction on IT use, and digital literacy activities.
- Conduct supervisions, performance reviews, development planning, and allocate workloads.
- Oversee quality, compliance, and standards within the IT tutoring team.

Compliance, Documentation & Reporting
- Maintain accurate technical documentation covering infrastructure, processes, hardware, licences, and configuration records.
- Produce regular reports on system health, cybersecurity status, network performance, digital learning platforms, and IT operational issues.
- Support internal audits, external inspections, and regulatory compliance.

Strategic Contribution
- Provide expert advice to the Senior Leadership Team on digital transformation, IT investment decisions, and long-term infrastructure planning.
- Lead the development of IT strategies that support operational effectiveness, including long-term roadmaps for infrastructure development

Business Continuity:
- Develop, implement, and maintain business continuity and disaster recovery plans to minimise downtime and data loss.

GENERAL RESPONSIBILITIES

1. To work at any of the organisation sites on a temporary or indefinite basis.
2. Comply with Organisation Policies and Procedures and the Staff Code of Conduct.
3. To take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of young person and/or vulnerable adults
4. To uphold British Values, the organisation values and responsibilities with regard to equality and diversity.

5. To understand and adhere to organisation Health and Safety polces and guidelines ensuring compliance with statutory legislation.

Misc.

This job description is written at a specific time and is subject to change as the demands of the business and the role develop. The role requires flexibility and adaptability and the employees of the company need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.

Work Environment

The postholder will be provided with all the necessary equipment to undertake the role which includes a permanent desk. At times, the postholder may be required to work with partner organisations, and therefore be required to work off site, and at times work outside core hours

NOTE:

The job description sets out duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify reconsideration of the salary for the post.

MI ComputSolutions T/A MI Skills Development Centre is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

In accordance with the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1992, you have a duty to take reasonable care to avoid injury to yourself and to others by your work activities, and you are required to co-operate with the organisation in meeting statutory obligations.

As an employee of the MI Skills Development Centre, you are obliged to attend and participate in the Organisation's first aid, fire and other health and safety training. All accidents sustained at work must be reported using the established procedure for this purpose.

You are responsible for familiarising yourself with and participating in training courses appropriate to your role as directed by your manager, including First Aid, Safeguarding, Health and Safety and Fire Training.

To be completed by successful applicant on appointment.

SIGNED:_____DATED:_____
     (Line Manager)

SIGNED:_____DATED:_____
     (Current Post holder)

Notes
1. *In addition to the above, you will be required to carry out any other duties required to ensure the implementation of the programmes and projects or other areas of work for which the Company is responsible.*
2. *This list is not to be regarded as exclusive or exhaustive. Any additions or alterations will be put in writing by the Managing Director/CEO.*

(This is a description of the job as it is as present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserve the right to make changes to your job description, commensurate with your post in the organisation, after consultation with you).

PERSON SPECIFICATION

Essential
- Degree in IT, Computing, Information Systems, Information Security, or equivalent professional experience.
- Professional certifications:
  - o CompTIA Network+,
  - o Security+,
  - o Microsoft Azure Administrator (AZ-104)
  - o Cisco CCNA or above, or similar.
    - ▪ *(Equivalent certifications will also be accepted.)*
- Strong experience managing IT infrastructure (servers, networks environment, cloud systems).
- Significant hands-on cybersecurity experience (threat monitoring, assessment, controls, threat response).
- Proven ability and experience to manage Microsoft 365, SharePoint, MS Teams, WordPress, Digital learning or LMS platforms and cloud environments
- Experience configuring firewalls, switches, routers, VPNs, and multi-site networks.
- Experience maintaining and administering physical and cloud-based servers.
- Experience managing a Learner Management System or equivalent enterprise system
- Strong ability to diagnose and resolve complex technical issues.
- Experience liaising with external IT service providers (e.g., BT, Ionos, firewall vendors).
- Excellent leadership skills and experience managing technical staff.
- Line management or supervisory experience in an IT environment
- Excellent problem-solving skills, organisational, documentation, and communication skills.
- Experience developing IT policies, risk assessments, or cyber incident procedures.

Desirable
- Professional certifications: ITIL Foundation or above
- Experience within education, training, or multi-site organisations.
- Experience supporting hybrid learning or digital transformation projects

We are a Disability Confident Employer

We welcome and encourage applications from disabled people and are committed to ensuring our recruitment process is accessible and inclusive. If you need any reasonable adjustments to apply for this role, to complete the application, or to participate in interviews or skills assessments (including microteach or task-based activities), please let us know and we will work with you to meet your needs. We guarantee an interview to disabled applicants who meet the essential criteria for the role, and we provide information in alternative formats on request. As a Disability Confident employer, we actively work to remove barriers, support workplace adjustments, and create an environment where everyone can thrive.