IT – Hosting and Storage Manager

Closing Date: 14/10/2020

Expected Interview Date: TBC

Recruitment Reference:

HES/20/076

Starting Salary:

£33,630 per annum

Salary Range:

£33,630 - £39,091

The post attracts a £4,000 PDP allowance after completion of 9 months service.

Pay Band:

Band D

Directorate:

Corporate Services

Location:

Longmore House

Line Manager:

David Gentleman

Contract Type:

Fixed-term for 2 years

Working Hours:

37 hours per week is 5 days from 7 usually Mon-Fri

Thank you for your interest in the post of Hosting and Storage Manager with Historic Environment Scotland, based at Longmore House. This is a 2-year Fixed Term and pensionable appointment.

The post will lead a small, specialist team of Hosting and Storage for the planning, implementation, configuration and tuning of storage hardware and software covering online, offline, remote and offsite data storage. The post will also manage priorities and available resources to also satisfy service development project needs where feasible.

About us
We are the lead body for Scotland's historic environment; a charity dedicated to the advancement of heritage, culture, education and environmental protection. We're at the forefront of researching and understanding the historic environment, and addressing the impact of climate change on its future. We investigate and record architectural and archaeological sites and landscapes across Scotland and care for more than 300 properties of national importance. We have a People Strategy, which is an overarching strategy to ensure we support and develop staff within the organisation.

Our Vision
Our vision is that Scotland's historic environment is cherished, understood, shared and enjoyed with pride by everyone.

Our Priorities
• The historic environment makes a real difference to people's lives
• The historic environment is looked after, protected and managed for the generations to come.
• The historic environment makes a broader contribution to the economy of Scotland and its people
• The historic environment inspires a creative and vibrant Scotland
• The historic environment is cared for and championed by a high performing organisation.

Overview of the post and information about the team

The post is part of the IT Service Operations Management Team within the HES IT department. The department has a compliment of 57 staff based at Longmore House. The Hostage and Storage Team has 3 staff including this post. The post holder will manage the other two team members.

Key responsibilities, duties and objectives

Cloud migration

HES are on a cloud journey and are currently migrating many of our systems to IaaS platforms. The candidate will need to actively drive this migration and to develop and build the relationship with our partners.

Capacity management

Drafts and maintains standards and procedures for service component capacity management. Ensures the correct implementation of standards and procedures. Proactively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes. Works with business users to agree and implement short and medium term modifications to demand.

Storage management

Manages the storage and backup systems to provide agreed service levels. Responsible for creating, improving, and supporting quality IT services with optimal utilisation of storage resources, ensuring data security, availability and integrity of business data. Drafts standards, procedures and guidelines for implementing data protection and disaster recovery functionality for all business applications and business data using different online and offline storage devices.

Performance management

Supervises individuals and teams. Allocates routine tasks and/or project work. Provides direction, support and guidance as necessary, in line with individuals' skills and abilities. Monitors progress against agreed quality and performance criteria. Acts to facilitate effective working relationships between team members.

Post Competencies

You will be assessed against these competencies during our selection process.

Core Competencies:
- Delivering excellent Service – Demonstrating a commitment to quality services
- Teamwork - Contributing to and supporting working together
- Planning and Organising - Putting plans and resources in place to achieve results
- Communication - Communicating appropriately and clearly
- Knowledge & Expertise - Applying and developing knowledge and expertise to achieve results - (See below for specific criteria)

Management Competencies:
- Achieving results - Focusing on the delivery of objectives
- Leading a Team/Project/Task – Focusing on leading a Team/Project/Task or developing people.

Knowledge, skills and experience

 You will be required to demonstrate that you meet the requirements and qualifications below as part of the selection process.

Essential requirements:

- Knowledge of storage technologies such as Comvault.
- Knowledge and experience in the provisioning and management of VM's
- Knowledge and experience in Windows Server Operating Systems.
- Knowledge and experience in Linux Servers and associated technologies.
- Knowledge and experience of Back Up methodologies and technologies for on premise and cloud.
- Knowledge and experience to support our DBA's including SQL, MySQL and Oracle.

Desirable requirements:

- Knowledge and Experience in Microsoft Cloud technologies such as Azure.
- Knowledge and Experience in Microsoft PaaS technologies such as Office 365 including SharePoint, SfB and Teams.
- An understanding of basic networking and routing including firewalling.
- Experience with monitoring systems.

Qualifications & Professional Memberships:

Educated to bachelor degree level or holds a relevant professional qualification **- Desirable**

What we offer

We welcome applications from all nationalities, ensuring that they have the right to work in the UK and applying for a job with us could open the door to a unique work environment. It could also give you job satisfaction and excellent development opportunities, plus a competitive salary, 25 days paid holidays (rising to 30 days after 5 years' service) and 11.5 public holidays a year – pro rata for part time staff.

In addition we offer a great benefits package to our employees which includes:

- flexible working hours (where appropriate)
- special leave
- maternity/paternity leave
- adoption leave
- reimbursement for relevant professional subscriptions
- support for further education and personal development
- study leave for work related courses
- access to a learning resource centre

Health and welfare

We offer you access to:

- our Employee Assistance Programme – for confidential advice and counselling
- an occupational sick pay scheme
- discounts at some local authority leisure facilities
- interest free loans for bicycles and annual travel passes (see 'season ticket' below)
- reasonable adjustments when needed, as part of our Equalities policy

Staff discounts

You will receive:

- free entry to all of our properties (with up to three guests)
- free entry to English Heritage, Manx and Cadw properties
- 20% off purchases in our retail outlets

Season tickets

You can receive an advance to help with the cost of buying an annual season ticket for travel between home and work. The advance is then repaid from your salary over the life of the season ticket. Available to all permanent and fixed-term staff.

How to apply for this post

You can apply on-line by visiting our website at https://applications.historicenvironment.scot/

Guidance on completing the application can be found in the 'Guidance notes for applicants' document, also available at the above website, which we recommend that you read, in conjunction with this Job Description.

Your application must arrive by the advertised closing date. Please note that when applying online, we will only be able to see your application once you fully submit it.

If you are unable to complete an online application form, please email recruit@hes.scot, quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

Please note that, as we operate an electronic recruitment system, we will contact you via the email address that you provide in your application to inform you of the outcome of your application.

For further information about the post, please contact David Gentleman, david.gentleman@hes.scot , 0131 668 8888.

To assist in your application, please take time to read the guidance notes provided.

Applications are especially welcome from those who have Gaelic language skills.

Thank you.

Human Resources
Historic Environment Scotland