Job Description

1. General Information

Role Title:	*Network and Security Services Team Leader*
Division:	
Reporting To:	Infrastructure Services Manager
Position Number:	
Date:	
Contact	

2. Context

Shared Services (SS) is a provider of technology and business consulting services to Company X departments.

SS offers a portfolio of services that are available to all participating Company X departments and provide enhanced value for money from economies of scale together with uniform processes and technical architecture. It aims to adopt "best practice" in terms of business processes and governance as the foundation for enabling a strong customer and service oriented culture.

3. Role Overview

This role has team leadership responsibility for the efficient day-to-day resource management of the technical resources and services delivered by the Network Services Team, which forms part of the broader Infrastructure Services Group.

Within this group, Network Services are responsible for operational management and provisioning of the Shared Service Network (LAN, WAN and MAN), Hardware Platform (Cisco, Checkpoint, Crossbeam and F5) and associated supporting services (such as DNS, SMTP Filtering, VPN).

The operating Infrastructure is the foundation of the services that SS delivers to Company X departments. As such, this position has responsibility to develop and promote operational interaction within the Infrastructure Services Group (Unix, Windows, Storage and Netware) and across the broader SS operational streams (Customer Services, Business Application Services and Support Services) to assist the achievement of agreed service levels.

SS has adopted the IT Infrastructure Library (ITIL) framework as the service support process used in running the infrastructure. This role will need to ensure operational support services (Incident, Problem, Change, CMDB and Release) are gated through the Service Desk Toolset and Defined Support Processes, as one of the two points of user entry into SS. The second entry point for resource assignment is through the Project Management Office, for authorized projects, which the Team Leader is responsible for resource allocation to perform the activities as requested, including scoping and completion of internal documentation.