

Job Description		
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Position: IT Infrastructure Engineer	Department: IT	Reporting to: Head of IT
Job level: Mid-grade	Contract: Permanent	Hours per week: 40

Job purpose:

The IT Infrastructure Engineer provides professional 2nd tier IT support through delivery of the IT strategy and is responsible for the delivery of an effective IT service to both internal and external customers. The IT Infrastructure Engineer supports the maintenance and transformation of IT capability through analysis and recommendations supported by ongoing continued professional development relating to technological advancements.

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Main objectives:

Diagnose System Problems
Monitor the performance of the network systems in order to identify any issues. Perform analysis on a routine basis during normal IT Infrastructure operation, including on networks, firewalls, servers, operating systems, applications and devices.

Design Solutions
When a network issue has been identified, support the Head of IT to determine the appropriate solution, and ensure the solution solves the problem at hand as well as mitigates future issues. closely with the external service providers to ensure the Information Security plan is in accordance with security procedures.

Implement Solutions
Work with the Head of IT and external service providers to implement the necessary upgrades, patches or troubleshooting to solve problems. Provide clear and proficient documented changes and follow all change management procedures. Responsible for deploying fixes and updates and assist with moves, adds and changes.

Communicate Issues and Changes
Communicate upcoming infrastructure changes to the Head of IT and work with the management to ensure smooth transitions and decrease any negative impact on business.

Identify Opportunities for Improvement
Use up-to-date knowledge of IT infrastructure to identify opportunities to use emerging technology to increase efficiency and flexibility. Formulate improvement plans and pitch them to the Head of IT. Manage the infrastructure life cycle in terms of making sure all data is backed up efficiently and the Head of IT is regularly updated on obsolete technology.

Person Specification

Essential skills and qualifications:

- Bachelor's degree in Computer Science or a related field
- Proven track record in a similar Infrastructure role
- Extensive technical grounding in all aspects of infrastructure and networks
- Strong understanding of IT infrastructure technologies
- Strong working knowledge of Active Directory and Group Policy
- Previous 3rd level Wintel engineering roles
- Knowledge of Cloud Technologies (Azure and/or AWS)
- Excellent documentation and communication skills
- Working within demanding and diverse user base
- Experience of supporting external customers
- Experience of working with external IT service providers

Technical Skills:

- VMWare
- IP Stack
- Managed switches and structured cabling
- Active Directory
- Powershell
- Windows 2008/2012/2016
- Strong customer focus
- Strong Communications skills at all levels
- O365

Desirable skills and qualifications:

- SQL Server 2008/2012 (Not a DBA)
- Azure
- SharePoint 2012
- DNS/DHCP

Behavioural Indicators:

Level: Skilled

- Thinking (Understanding the Organisation)
- Thinking (Analytical)
- Delivering at Pace (Planning & Prioritisation)
- Delivering at Pace (Passion for Consumers)
- People Skills (Skilful Conversations)
- People Skills (Impact & Influence)
- Functional Skills (Process Management)
- Functional Skills (Formal Communication)
- Personal Attributes (Integrity & Trust)
- Personal Attributes (Respect for Others)

Reference: S0457

Closing date: 15th January 2019