Role profile

Description of role and context

Job title	Infrastructure Engineer		
Department/team	IT	**Hours of work**	37.5 hrs/wk
Line manager	Lee Bejnar	**Line reports**	None

Role purpose

Develop and support of existing infrastructure, and following ITIL framework, IT policies and procedures. Provide 3rd line support to the service desk, ensure all incidents, problems and service requests are resolved within the required SLA.

How this role fits into the business

The IT Infrastructure Systems Engineer will work in a small infrastructure team that provides design, implementation and support of the company's internal business and customer facing software and hardware infrastructure

Key responsibilities

Network and Systems Management

- Involvement in infrastructure projects for both business and customer systems in all aspects of requirements gathering, design and implementation
- Maintain, support and assist with development of all company network, servers and infrastructure hardware and software.
- Creation of accurate design and support documentation including network diagrams, change requests and support notes
- Provide an escalation point for hardware and software support end users at the user level and provide 1st line support on occasion when required.
- Maintaining the network security including; anti-virus systems (including client devices), operating system security, Active Directory security and ensure the network is appropriately equipped to defend itself against virus attack or unauthorised access.
- Ensuring that all company network and physical security policies are followed in relation to the infrastructure.
- Assist with the implementation of new infrastructure systems and services.
- Follow company ITIL procedures in relation to change, incidents and problems

- Maintain and develop infrastructure documentation.
- Support and maintenance of existing systems. Where appropriate proactively recommend design changes and enhancements suitable for the environment and to meet the business needs.
- Maintain own technical expertise keeping up to date with technology trends as so to match the developing needs of the company
- Support and develop all Infrastructure backup applications ensuring all required backups successfully complete or to take appropriate action to minimise any risk to the loss of data.

2nd and 3rd Line Support

- Work as part of a team providing 2nd and 3rd line support for incidents and requests on infrastructure hardware, software.

General

- Maintaining a clean and safety conscious area of work, disposing of any obsolete equipment as per company IT policy.

Carry out other such duties as may reasonably be required, commensurate with the grade of this post

Note: Out of hours work will be required from time to time. Travel is occasionally required to the hosting location facilities, country offices and for training.

This job profile is current as at the date shown below. In consultation with the post-holder it is liable to variation by management to reflect or anticipate changes in or to the job.

Person specification

Knowledge

Essential:

- Experience of working as a 3rd line as an Infrastructure Engineer or equivalent within an environment, using incident, problem and change management processes.

- Use of an ITSM (ITIL) based Service Desk application

- Technical analysis and troubleshooting

- Operation and support of 24x7 web facing environments

- Support of server and client computer software and hardware

- Knowledge of supporting the following:
  - Microsoft Windows operating systems 2008/2016/2019
  - Microsoft Office applications
  - Office 365 administration
  - Active Directory
  - Switch VLAN, ACL and routing configuration.
  - Load balancers operation and configuration.
  - Mobile device management solutions
  - Networking technologies (TCP/IP, DNS / DHCP, LAN, WAN, VPN, ADSL routers and modems)
  - Centrally managed Antivirus and Encryption solutions.

Desirable:

- Palo Alto Firewalls
- F5 load balancers
- Scripting/powershell
- Devops
- Software release processes
- Sharepoint
- ESET Encryption and AV

- WDS management or similar
- Backup technologies and processes
- VMware ESX
- WSUS
- Desktop Operating Systems and applications

Experience

Essential:

- Significant experience in a similar role supporting and building Servers operating Microsoft OS and applications and VMware ESX & vSphere software.

- Maintaining and developing VMWare vSphere Enterprise clustered environments

- Production of technical documentation for both technical and non-technical colleagues.

- Experience of working with SAN storage technologies.

- Experience of supporting and developing backup technologies including Commvault and Veeam.

- Experience of maintaining Microsoft security for Operating Systems and Active Directory.

- Experience of operating and managing server hardware.

- Experience supporting Microsoft 2008/2016/2019.

Desirable:

- Linux experience

- SharePoint

- Vendor engagement

- Experience of developing and supporting monitoring systems for hardware & applications. - Experience of set-up, administering and maintaining firewall devices. - Experience of set-up, administering and maintaining load balancers.	

Technical skills and abilities (or technical competencies)

- **Essential:** - VMware VCP, Cisco CCNA, Microsoft MCSA, MCSE or demonstrable experience at an equivalent level in a similar role.	- **Desirable:** - -

Qualifications / training

- **Essential:** - A levels or (or equivalent through professional qualifications and experience) -	- **Desirable:** -

Special Requirements

- The job holder will require flexibility over working hours to provide occasional support to business functions out of normal working hours
- Flexible attitude to work, accommodating time zone differences within the organisation.
- Teamwork is a key feature within the organisation. The jobholder works in a medium sized Global IT team where teamwork is required to achieve both personal and department goals
- Lifting and transporting of moderately heavy objects, such as computers and peripherals
- UK driving licence. Travel as required. Occasional overseas travel

Person specification continued

Behavioural competencies

This section highlights the behaviours from the TheMyers-BriggsCo competency framework that are top priority for this role. This does not mean that the others are not relevant, rather that those in bold are the behaviours that are most critical to success. Performance against these essential behaviours will be assessed in selection and considered within the performance appraisal process when evaluating the way an individual has approached their objectives.

Competency	Level	Competency	Level
Client focus	**2**	**Technology orientation**	**3**
Interpersonal effectiveness	**2**	**Written communication**	**2**
Problem solving and judgement	**2**		

Summary of main terms and conditions of employment

The terms and conditions of employment applying to the position are as follows:

Salary

Commensurate with experience

Benefits

- 25 days paid holiday, plus up to five days unpaid leave per annum

- Free individual private healthcare and dental cover

- Group personal pension scheme where The Myers-Briggs Co matches individual contributions between 3% and 5% (eligible to join after three months)

- Life assurance, paying four times salary

- Parking available on site

- Employee Assistance Programme

- Long Term Disability Insurance

- Child care voucher scheme

Notice period

The contractual notice period for staff in the above post is one month on either side during the first 12 months, increasing to two months thereafter.

Probationary period

3 months

Hours of work

37½ hours per week. Some adjustment to hours may be possible to accommodate those requiring flexibility.

Date role profile updated: