

Role Profile

Job Title: Infrastructure Engineer

Department: IT

Reports To: Infrastructure Team Manager

Purpose of Role:

Reporting to the Infrastructure Team Manager, the Infrastructure Engineer will work as a member of the Infrastructure team, ensuring the availability, performance and functionality of the core IT systems needed to provide the business with the services it requires.

Key Accountabilities

- Ensure the availability of all mission critical IT systems.
- Deploy and support all aspects of applications and services across Security Infrastructure, Network and Telephony.
- Proactively analyse systems and ensure that any issues are rectified within defined SLA's in accordance with ITIL best practice.
- Take ownership of project related tasks and ensure actions are completed within agreed timescales.
- Provide support to other areas of IT where appropriate and mentor other team members when required.
- As required, participate in work that is outside of normal working hours, including the monthly security patching activity.
- Participation in a 24 x 7 on-call team rota.
- Contribute to the team rota for daily checks and support work.
- Production and maintenance of technical documentation.

Essential Skills / Qualifications:

- Minimum 3 years in a senior Infrastructure role, administering and maintaining key Microsoft technologies including Active Directory Services, ADFS, Group Policy, Windows Server 2012 R2 – 2016 and Windows Clustering.
- Highly skilled and experienced in the use of Windows Powershell to administer systems, create scripts and automate processes.
- Demonstrable skills and experience working with the Microsoft Azure Cloud platform, involving IaaS, PaaS and SaaS.
- Proven experience and understanding of Cloud Authentication and Multi-factor Authentication techniques.
- In-depth knowledge of Office 365, Exchange Online and hybrid solutions.
- Proficient in the use of server virtualisation technologies including Hyper-V 2012R2 - 2016 and Microsoft Virtual Machine Manager 2012R2 - 2016.
- Experience working with a disaster recovery data centre model, awareness of the concepts involved in providing highly-available systems across multiple data centres and experience using virtual server replication technologies such as Zerto or Veeam.
- Ability to work with system vendors on complex issues, working towards resolutions within appropriate timescales.
- Excellent communication skills in English, both written and verbal.
- Ability to agree and prioritise workloads to deadlines.

Desirable Skills / Qualifications:

- Cisco UC Telephony
- Firewall and Network management
- Web application management and deployment
- Microsoft IIS and Apache Tomcat
- SSL Certificate management
- Microsoft Exchange Server 2010 / 2016
- Microsoft SCOM
- Microsoft SCCM
- Windows 10

Performance Behaviours:

- Agility
- Customer Focused
- Teamwork
- Integrity
- Ownership
- Organisation & Planning
- Influencing Others