ICT Senior Infrastructure Engineer

Grade	Contract Type
D	**Home Worker 1**

Head of ICT Operations
⬇
ICT Infrastructure Manager
⬇
ICT Senior Infrastructure Engineer
⬇
No Direct Reports

Department

| Information Comms & Tech	➔	ICT Operations

Role Overview

Technical management of the groups IT infrastructure, encompassing server virtualisation, storage, Office 365, Windows 10 devices, Active Directory, cloud services and Microsoft systems.

Working with the Service Delivery Teams to achieve service level objectives and provide 3rd line support ensuring a quality of service is delivered to the Group.

RESPONSIBILITIES

- Responsible for the continual development of the infrastructure technology roadmap for future improvements and assist in all aspects of delivering and communicating this plan.
- Manage the delivery of ICT infrastructure solutions to business problems and work alongside 3rd party support and delivery partners ensuring appropriate controls and resource arrangements are in place.
- Ensure systems are maintained and reviewed to adhere to the ICT systems and security policies for monitoring, alerting, DR, resilience, backup and patching etc.
- Ensure that the network and systems are operational to agreed uptime SLA's and the Group's Disaster Recovery and Business Continuity process are tested regularly.
- Proactively develop, support and strategically manage the ICT environment including testing and releasing of upgrades to networks, servers, desktop/laptop and operating systems.
- Lead other members of the ICT team in ensuring that parallel projects with dependencies on infrastructure are considered and prioritised accordingly.
- Provide 3rd/4th Line technical support to the Service Desk, Applications and DevOps teams
- Review and maintain technical documentation for the entire ICT infrastructure and ensure the sign off and handover to the Service Desk team thus ensuring that a robust and complete knowledgebase is available for future reference within the team.
- Responsible and accountable for all changes affecting the ICT infrastructure and that such changes take place in a controlled and auditable manner, following standards and procedures while ensuring timescales are met.

Our Values & Competencies
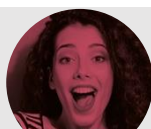
PASSION   **PRIDE**   **CREATIVITY**   **ACCOUNTABILITY**

Creating more places for people to thrive and be recognised as a sector leading landlord

- Part of the out of hours managerial escalation team to provide support outside the core hours for any incidents that impact key systems (approx. every 8 weeks Sat and Sun 9-5).
- Undertake additional duties appropriate to the role and/or grade

STRENGTHS

✓ Positive attitude towards learning and development demonstrated by a record of continuing professional Development

✓ Proven ability to manage fluctuating workloads with ability to achieve stretching objectives, delivering within tight deadlines.

✓ Clear and articulate communication skills, both written & verbal

✓ Ability to work autonomously with minimal supervision

✓ Ability to produce clear, well-structured reports which aid effective decision making

✓ Ability to influence at senior levels on matters relating to Infrastructure technologies and best practices

ESSENTIAL REQUIREMENTS

✓ In-depth working knowledge and operational experience of designing, installing and supporting VMware's Enterprise level vSphere, Horizon, UEM, Workspace ONE UEM (formerly known as AirWatch) environments

✓ In-depth working and operational knowledge of Windows server 2012 / 2016 / 2019/ 2022 server estates

✓ In-depth working and operational knowledge of AD, GPO, DHCP, TCP/IP, DNS, and NPS configuration

✓ In-depth knowledge of enterprise backup, patching and monitoring technologies

✓ Knowledge of implementation and support of Cisco switching, routing, wifi, MPLS & VPN environments.

✓ Knowledge and operational experience in utilising and managing M365 and Azure Cloud based technologies including Enterprise Applications, SSO, Conditional Access.

✓ Experience in implementing, maintaining and supporting VoIP Telephony systems

✓ Windows client application connectivity

✓ Detailed knowledge of Storage platforms (SAN & NAS environments utilising iSCSI and Fibre channel technologies)

✓ Good working knowledge of Microsoft Endpoint Manager and implementing/utilising Intune to manage assets

- ✓ Azure administrator certified

- ✓ VMware VCP certified

- ✓ HP Bladesystem administration

- ✓ Knowledge of the Manage Engine suite of products

- ✓ HP 3PAR StoreServ administration

- ✓ Collaborating with Network professionals to assist with the determination of Cisco networking solutions

- ✓ Working on a cloud migration project

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