



## ROLE PROFILE

<b>Job Title:</b> ICT Infrastructure Support Engineer (EBH)	<b>Role Reports to:</b> ICT Technical Delivery Team Leader	<b>Business Function:</b> Information Comms & Tech	<b>Grade:</b> E
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<p><b>Job Purpose:</b></p> <p>Provide a proactive hands-on approach for the development, maintenance and support of Your Housing Group’s IT systems encompassing contact centre systems and telephony services, server virtualisation, Office 365, Windows 10 devices/end user environment, Active Directory, cloud services, Microsoft systems, application support and a level of network support.</p> <p>You will work collaboratively and effectively with the Service Delivery Teams to achieve service level objectives and ensure a quality service is delivered to the Group by ICT.</p> <p>Support an extended hours service as part of a team, covering the times required to support the business needs and provide an out of hours maintenance and implementation service when required.</p>	<p><b>Key Competencies:</b></p> <ul style="list-style-type: none"> <li>• Building Relationships</li> <li>• Flexibility and Resilience</li> <li>• Problem Solving and Decision Making</li> <li>• Personal Learning and Growth</li> <li>• Meeting customer needs</li> <li>• Results Focus</li> <li>• Commercial Focus</li> <li>• Interpersonal Understanding</li> </ul>
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**Key Responsibilities:**

1. Carry out incident and major incident, problem and change management processes ensuring all requests made to ICT for advice and support from different sources are accurately logged, prioritised, categorised and progressed to resolution in line with the service level agreements and operational level agreements whilst providing high levels of customer service.
2. Ensure that appropriate Infrastructure and Application support documentation is maintained and that the ICT support knowledge base is appropriately populated and administered.
3. Manage and prioritise own workload whilst managing large call volumes of remote support, desk-side support, telephone support and project resource where needed.
4. Provide the Service Desk with a point of escalation for complex infrastructure and application related issues, resolving complex technical problems within specified Service Level Agreements and in accordance with the Group's policies & processes, ensuring all solutions produced are accurate and meet relevant standards.
5. Responsible for technical maintenance programme and resolving failures in hardware and software and ensuring appropriate “housekeeping” tasks are implemented.
6. Key player in the delivery of ICT projects to deliver the required solution ensuring that appropriate controls are in place and ensuring that the solution is properly handed over to the Service Desk.
7. Produce and maintain technical documentation for implemented changes and develop suitable support documentation for any new system which can be easily supported by the Service Desk.
8. Assist with the effective testing of new systems, releases and major upgrades applying suitable test methodologies as required.
9. Work with third-party support and delivery partners, ensuring that they work to the Group’ internal standards and procedures.
10. Part of the Out of Hours On-Call support team and provide support outside the core hours for System Maintenance, extended support and implementation of Projects and Services.
11. Undertake additional duties appropriate to the role and/or grade.

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of Windows server 2008r2 / 2012 / 2016 server estates.</li> <li>• Knowledge of Active Directory, DHCP, TCP/IP and DNS configuration</li> <li>• Knowledge of Virtualisation - VMWare, Hyper-V</li> <li>• Knowledge and operational experience in Cloud based technologies such as Azure and Office 365</li> <li>• Working knowledge and operational experience of VMware's Enterprise level vSphere, UEM, Horizon, ThinApp and AirWatch environments.</li> <li>• Experience in implementing, maintaining and supporting VoIP Telephony systems</li> <li>• Knowledge of Storage platforms</li> <li>• Working knowledge of change control methodologies</li> <li>• Knowledge of MPLS &amp; VPN environments.</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Proactive approach to continuous improvement.</li> <li>• Ability to lead and deliver change and contribute to culture change successfully</li> <li>• Good verbal and written communication skills and able to communicate effectively at all levels</li> <li>• Ability to manage time and priorities appropriately</li> <li>• Positive attitude towards learning and development demonstrated by a record of continuing professional development</li> </ul>	



	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Excellent customer service skills</li> <li>• Experience of collaboratively working within a multi-disciplined service delivery team</li> <li>• Ability to produce clear, well-structured reports which aid effective decision making</li> </ul>	
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• IT Degree or equivalent experience</li> <li>• ITIL (IT Service Management) Foundation</li> </ul>	<ul style="list-style-type: none"> <li>• MCP (Microsoft Certified Professional)</li> <li>• MCSE (Microsoft Certified Solutions Expert)</li> <li>• MCSA (Microsoft Certified Solutions Associate)</li> <li>• VCP (VMWare Certified Professional)</li> </ul>

<b>People Management Responsibility?</b>	This role has no line management responsibility
<b>Budgetary Responsibility?</b>	This post has no budgetary responsibility
<b>Key Relationships (internal/external)</b>	<ul style="list-style-type: none"> <li>• Required to work closely with ICT Heads of Department and other members of ICT</li> <li>• Ability to work within a team and individually</li> <li>• Collaborative working relationships with staff, managers, heads of service &amp; directors in other functions</li> <li>• Establishing a positive relationship at all levels within YHG</li> <li>• Establishing, manage and maintain relationship with partners, contractors and vendors</li> </ul>



### **Safeguarding of Children Young people and Vulnerable Adults**

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

### **Key Role Performance Indicators**

1. Ensure 95% of all tickets escalated to ICT are resolved within Service Level Agreement
2. Create / Update a minimum of 2 Knowledge base articles per month
3. To ensure all third party OLA's are met and breaches are documented

**Date Role Profile Created/Updated:**

**December 2018**