



ROLE PROFILE

Job Title: ICT Senior Infrastructure Engineer	Role Reports to: Infrastructure Manager	Business Function: ICT	Evaluated Tier: D
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<p>Job Purpose: The role will provide proactive hands-on technical leadership and management for the development, maintenance and support of the group’s IT infrastructure encompassing server virtualisation and storage, Office 365, Windows 10 devices, Active Directory, cloud services and Microsoft systems.</p> <p>As part of the role you will also be expected to work collaboratively and effectively with the service delivery teams to achieve service level objectives and provide ad-hoc 2nd and 3rd line support ensuring a quality of service is delivered to the group by ICT.</p>	<p style="text-align: center;">Key Competencies:</p> <ul style="list-style-type: none"> Flexibility and Resilience Future Focus and innovation Impact and Influence Problem Solving and Decision Making Personal Learning and Growth
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<p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. Responsible for the continual development of the technology roadmap for future improvements and assist in all aspects of delivering and communicating this plan. 2. To 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. 3. To ensure systems are maintained and reviewed to adhere to the ICT systems and security policies for monitoring, alerting, DR, resilience, backup and patching etc. 4. 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 annually.

Role Profile Template 2018 v1.2 (1st Sept 2018)

YHG Values: Passion

Pride

Creativity

5. To proactively develop, support and strategically manage the ICT environment including testing and releasing of upgrades to networks, servers, desktop/laptop and operating systems.
6. To lead other members of the ICT team in ensuring that parallel projects with dependencies on infrastructure are considered and prioritised accordingly.
7. To provide 3rd Line technical support to the Service Desk, Applications and DevOps teams
8. To 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.
9. To be 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.
10. To be 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 & changes.

	Essential	Desirable
Knowledge Please list what knowledge the post holder would need to do the job, both essential and desirable expand all acronyms/abbreviations	<ul style="list-style-type: none"> • In-depth working knowledge and operational experience of installing and supporting VMware’s Enterprise level vSphere, UEM, Horizon, ThinApp environments. • In-depth working and operational knowledge of Windows server 2008r2 / 2012 / 2016 server estates. • In-depth working and operational knowledge of AD, DHCP, TCP/IP, DNS, NPS and WSUS configuration 	<ul style="list-style-type: none"> • Working knowledge of SaaS / IaaS • Microsoft Azure Hybrid Cloud • HP 3PAR StoreServ administration • HP BladeSystem administration

	<ul style="list-style-type: none"> • Knowledge of support of Cisco switching, routing, wifi, MPLS & VPN environments. • Knowledge and operational experience in utilising and managing Cloud based technologies such as Azure and Office 365 • Detailed knowledge of Storage platforms (SAN & NAS environments utilising iSCSI and Fibre channel technologies) 	
<p>Skills Please list what skills the post holder would need to do the job, both essential and desirable expand all acronyms/abbreviations</p>	<ul style="list-style-type: none"> • Ability to promote the good practice of Your Housing Group • Proactive approach to continuous improvement. • Ability to lead and deliver change and contribute to culture change successfully • Ability to influence at senior levels on matters relating to Infrastructure technologies and best practices • Ability to produce clear, well-structured reports which aid effective decision making • Good verbal and written communication skills and able to communicate effectively at all levels • Ability to manage time and priorities appropriately 	

	<ul style="list-style-type: none"> • First class customer service skills • Positive attitude towards learning and development demonstrated by a record of continuing professional development 	
Experience Please list what experience the post holder would need to do the job, both essential and desirable expand all acronyms/abbreviations	<ul style="list-style-type: none"> • Experience of supervising and mentoring team members 	<ul style="list-style-type: none"> • Collaborating with Network professionals to assist with the determination of infrastructure solutions.
Qualifications/Education	<ul style="list-style-type: none"> • Educated to degree level in IT or have equivalent experience 	<ul style="list-style-type: none"> • VMware VCP v6.5 or 6.7 • MSCE or MCAA • VMCE
People Management Responsibility?	<ul style="list-style-type: none"> • No direct people management requirement but would mentor and lead team members (Infrastructure Engineers) from a knowledge and experience perspective 	
Budgetary Responsibility? Please indicate if this role is responsible for managing a budget	<ul style="list-style-type: none"> • No budgetary responsibility 	
Key Relationships (internal/external)	<ul style="list-style-type: none"> • Required to work closely with ICT Managers and other members of ICT • Ability to work within a team and individually • Collaborative working relationships with staff, managers, heads of service & directors in other functions • Establishing a positive relationship at all levels within YHG • Establish, manage and maintain relationships with partners, contractors and vendors • Able to support customers on a daily basis, but deliver project based activities at the same time 	



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

(please provide details of the expected performance outputs and abilities that will be used to measure the capability of the post holder within this role)

1. Ensure that the server and storage Infrastructure estate achieves an uptime greater than 98% (excluding planned downtime)
2. Ensure that the Infrastructure team as a whole closes 95% of all incident tickets raised within ServiceNow within SLA
3. Ensure that Penetration tests and Disaster Recovery rehearsal are performed annually

Date Role Profile Created/Updated:

5/8/2019

Evaluation for Agile Working

	Description	Evaluation for Agile
Equipment to work in an Agile manner	Laptop, Docking Station, Smartphone, mobile speaker (Jabra)	
Is the role conducive to working in an Agile Manner?	Yes	

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YHG Values: Passion

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Creativity



Meetings			
Work Schedule			
Summary			
Signed By	Print Name	Job Title	Date
	HR Director Signature	Print Name	Date