

Role Profile			
Job Title	Infrastructure Engineer		
Section	Infrastructure & Operations	Department	Infrastructure
Reports to (Job Title)	Operations Bridge or Infrastructure Projects		

Job Purpose	<p>The postholder will undertake day-to-day investigation / resolution of technical incidents and BAU activities of the IT network infrastructure, ensuring Service Level Agreements (SLAs) are met and that infrastructure security and compliance guidelines are achieved.</p> <p>To contribute to the successful delivery of Infrastructure projects. Autonomously delivering small & medium sized projects across the Infrastructure portfolio. Assisting senior engineers in the delivery of larger complex projects</p>
Key Competencies & Output	<p>Delivers the IT Infrastructure Service in the most effective and efficient way, in accordance with IT strategy, technology architecture, best practice and industry standards.</p> <p>Delivers discrete packages of work and wider projects across a multi-tenanted estate.</p> <p>Delivers detailed, high and low level, technical designs that articulate decisions and rationale; Including, assisting in and producing associated ROMs for technical elements.</p> <p>Works to corporate processes and procedures, developing and maintaining the knowledge base for the service. Reviews and updates procedures when necessary and keeps technical documentation accurate and current.</p> <p>Follows policies, plans and strategies relating to ITIL incident, problem, change, configuration, capacity and availability.</p> <p>Follows policies relating to project and programme governance, including resourcing and time recording.</p> <p>Carries out risk assessments and quality checks as part of change management including assessing, implementing and testing changes to reduce risk of service failure.</p> <p>Provides technical advice to Delt's customers to maximise their understanding.</p> <p>Provides estimates for work required by the customer.</p> <p>Works with various stakeholders to ensure performance of the infrastructure is maximised.</p> <p>Works to agreed Service Level Agreements (SLAs) and meets or exceed Key Performance Indicators (KPIs).</p> <p>Understands core IT technologies, keeping abreast of new technology trends and developing solutions in the infrastructure discipline.</p> <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed</p>
Experience, Knowledge,	ITIL v3 Foundation level.

<p>Skills and Qualifications</p>	<p>Demonstrable experience working in a professional, customer-focused, ITIL environment.</p> <p>Experience working with technical project delivery, liaising with project manager and 3rd parties.</p> <p>Experience of working with switching / routing and managing firewalls in an enterprise environment.</p> <p>Knowledge of, or experience in:</p> <ul style="list-style-type: none"> • Microsoft Server products (in a commercial setting) • Working with virtual host solutions • Storage and Compute technologies • Scripting – Powershell or other platforms • Microsoft APP-V / RDS / terminal services / thin client delivery • Access Control Management • Client VPN Solutions • Active Directory • Group Policy • DHCP / DNS • Microsoft Exchange Server 2010-2016 • LAN / WAN technologies • WiFi (Cisco / Aruba / Meraki) • Web Proxy technologies • Infrastructure Security • Network VPNs • Load Balancing • Cloud Based services, e.g. Microsoft Azure and Office 365 • VoIP services <p>A good working knowledge of infrastructure hardware, topology and configuration.</p> <p>Committed to personal and professional development.</p> <p>A full UK driving licence.</p>
<p>Corporate Standards</p>	<p>In accordance with Delt’s organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt’s policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a ‘people first’ environment, the post holder must both be aligned and aspire to Delt’s values and expected standards of behaviour for them and their team(s).</p>