



ROLE PROFILE

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

Job Purpose	<p>Undertake and Oversee the day to day monitoring of IT network infrastructure, ensuring customer Service Level Agreements are met and that Infrastructure security and compliance guidelines are achieved.</p> <p>To lead and contribute on the successful delivery of Infrastructure projects. Autonomously delivering small, medium and large sized projects across the Infrastructure portfolio.</p>
Key Competencies & Outputs	<p>Responsible for providing advice so that Infrastructure availability and capacity is maximised in line with best practice and compliance standards.</p> <p>Provide SME advice on technical projects to ensure fit for purpose solutions are put in place.</p> <p>Undertake risk management to ensure the optimal solution to a business case, taking into account technology changes, data growth, failures and business changes.</p> <p>A range of solutions can exist for one problem and the post holder must provide advice on which solution is the most appropriate course of action, to ensure that consistent, supportable and documented standards are achieved.</p> <p>Deliver the IT Infrastructure Service in the most effective and efficient way and in accordance with IT strategy, technology architecture, best practice and industry standards.</p> <p>Work to corporate processes, procedures and develop and maintain the knowledge base for the Service.</p> <p>Work with colleagues and customers to ensure compliant services are delivered.</p> <p>Follow policies, plans and strategies relating to ITIL Incident, problem, change, capacity and availability.</p> <p>Follow policies relating to project and programme governance, including resourcing and time recording.</p> <p>To have a working knowledge of Infrastructure hardware and topology.</p> <p>To lead and mentor Delt staff to increase their working knowledge.</p> <p>To provide estimates for work required by the customer under supervision of your Team Leader or Project Manager.</p> <p>Support the production of corporate business cases, providing estimates for internal/external delivery of secure IT solutions.</p> <p>Carry out risk assessments as part of change management including assessing, implementing and testing changes.</p> <p>Work to reduce risk of service failure and lead on service restoration activities.</p> <p>To work with other teams to maximise the performance of the IT Infrastructure.</p> <p>To provide technical advice to Delt's customers to maximise their understanding.</p>

	<p>Liaise with customers to ensure system maintenance will be prioritised to have the least impact.</p> <p>Undertake quality checks to ensure procedures are followed.</p> <p>Review and update procedures when necessary and keep technical documentation accurate and current.</p> <p>Work to agreed Service Level Agreements and meet or exceed Key Performance Indicators</p> <p>To keep abreast of new technology trends and developing solutions in the IT Infrastructure arena.</p>
<p>Experience, Knowledge and Qualifications</p>	<p>Candidates must show to be a Subject Matter Expert (SME) in at least one of the below Essential skills section.</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>Essential</p> <p>Significant experience of working with:</p> <ul style="list-style-type: none"> • Switching and routing in a commercial environment. • Storage and Compute technologies, Hyperconverged or SAN. (Nutanix) • Virtualisation Platforms, AHV, VMware, etc • Managing and maintaining firewalls in a commercial environment. (Checkpoint, Cisco ASA, FortiGate, Meraki desirable) <p>Authoring detailed technical design documentation</p> <p>Enterprise level knowledge of:</p> <ul style="list-style-type: none"> • Working with Virtual Host solutions <ul style="list-style-type: none"> ○ VMware, AHV • Network troubleshooting • Scripting, e.g. Powershell, Python • Routing <ul style="list-style-type: none"> ○ Static / Dynamic • Advanced Switching <ul style="list-style-type: none"> ○ Spanning Tree, Port security, ACL, etc • Infrastructure Maintenance and upgrades <ul style="list-style-type: none"> ○ Compute, Storage and Network • Security Firewall Appliances, e.g. Checkpoint, Fortigate, ASA <ul style="list-style-type: none"> ○ Clustering ○ HSRP ○ SD WAN ○ VPN • Windows Server 2012-2019 • Cloud Services, e.g. Microsoft Azure, Microsoft 365 • WLAN, e.g. Meraki, Aruba • Load Balancing, e.g. F5 BIG IP, FortiGate • VoIP Services <p>Substantial and demonstrable experience of working in an Infrastructure role within a complex IT environment.</p>

	<p>Knowledge and proven understanding of multiple IT areas encompassing 1st, 2nd and 3rd Line support in an ITIL environment.</p> <p>Proficient user in a range of Microsoft packages.</p> <p>A willingness to undertake appropriate and regular training as required.</p> <p>A full UK driving licence.(or obtained within probationary period)</p> <p>Desirable</p> <p>Cisco CCNP or equivalent experience</p> <p>Nutanix AHV experience</p> <p>ITIL Foundation/Prince 2 methodology</p> <p>Exposure to or understanding of PCI-DSS or PSN standards</p> <p>Email (MS Exchange, Knowledge of security)</p> <p>Microsoft Active Directory / Server administration</p> <p>Microsoft Teams</p> <p>VMware experience</p> <p>Wireless Design</p> <p>DevOps knowledge or experience</p>
<p>Corporate Standards</p>	<p>In accordance with Organisational policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</p> <p>Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Organisation’s constitution and its’ policies and procedures.</p> <p>Work within the requirements of the Organisation’s Health and Safety policy, performance standards, safe systems of work and procedures.</p> <p>Undertake all duties with due regard to the corporate 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>