

Role Profile	
<b>Job Title</b>	Infrastructure Engineer
<b>Section</b>	Infrastructure and Operations
<b>Reports to</b>	Projects Team Lead
<b>Location</b>	Plymouth

<b>Job Purpose</b>	To lead and contribute on the successful delivery of Infrastructure projects across a broad technology base. Autonomously delivering small and medium sized projects across the Infrastructure portfolio and contribute to the delivery of large-scale projects
<b>Key Competencies and Output</b>	<p>implements infrastructure projects for DELT and our customers in a complex and multi-tenant environment.</p> <p>Works on the Design, implementation and transition of key projects with a focus on customer satisfaction and in accordance with IT strategy, technology architecture, compliance, best practice and industry standards</p> <p>Supports the creation of high- and low-level technical designs for Infrastructure solutions.</p> <p>Ensures adequate transition from project delivery to operational support; working to reduce the risk of service failure.</p> <p>Works to ensure documentation is accurate and current for Infrastructure solutions.</p> <p>Supports the production of corporate business cases, providing estimates for internal/external delivery of secure IT solutions.</p> <p>Engages directly with the customer as part of the project delivery team to undertake customer requirements and challenge analysis, present solutions and challenge customer need to ensure successful delivery of the most appropriate solution.</p> <p>Provides technical advice to Delt's customers to maximise their understanding. Keeps abreast of new technology trends and developing solutions in the infrastructure arena.</p> <p>Supports the IT operational lifecycle by reviewing and implementing change, supporting delivery of new services, working with the Operations lead on capacity and uptime</p> <p>Keeps abreast of new technology trends and developing solutions in the IT Infrastructure arena.</p> <p>Demonstrates a keen desire for continual development of personal and professional skills.</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>
<b>Experience, Knowledge, Skills and Qualifications</b>	<p>Demonstrable experience in the following:</p> <ul style="list-style-type: none"> <li>• Switching and routing in a commercial environment.</li> <li>• Implementation &amp; Troubleshooting of Enterprise Infrastructure</li> <li>• Managing and maintaining compute, identity and cloud services in a commercial environment for a number of the following: <ul style="list-style-type: none"> <li>○ VMWare, AHV</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Nutanix, Dell, Rubrik</li> <li>○ Windows Server 2012-2019</li> <li>○ Cloud Services, e.g. Microsoft Azure, Microsoft 365</li> </ul> <ul style="list-style-type: none"> <li>• Knowledge and understanding of data centre, compute and application environments, both on premise and cloud</li> <li>• Wireless access points and controllers (Cisco, Meraki, Fortinet...)</li> <li>• Experience engaging with customers (internal or external) on solution design, delivery and support</li> <li>• Hybrid environment authentication</li> <li>• Project delivery of small to medium infrastructure projects across multi-sites.</li> </ul> <p>Desirable experience</p> <ul style="list-style-type: none"> <li>• High- and Low-level design creation</li> <li>• Supporting SD-WAN Networks</li> <li>• Telephone system support and implementation experience (MS Teams, Alcatel, Avaya)</li> <li>• Managing and maintaining firewalls in a commercial environment. (Checkpoint, Cisco ASA, FortiGate, Meraki desirable)</li> <li>• Linux support</li> <li>• ITIL Foundation</li> <li>• Cyber Essentials + and security compliance</li> </ul>
<p><b>Corporate Standards</b></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>