**Job Description**

|  |  |
| --- | --- |
| Job Title: **Grade:** **Business Unit:** **Location:** **Reporting To:**  | Senior Infrastructure Engineer4Technology Services Swansea (Occasional travel to other locations)IT Infrastructure Manager  |

|  |
| --- |
| **Purpose**The Senior IT Infrastructure Engineer will provide support and technical expertise to assist with the departmental objective of delivering and developing a stable and secure operational infrastructure service that meets the business requirement. You will support the business in BAU, Project Delivery and R&D capacities following industry best practices, while collaborating with team members and other departments and 3rd parties where required. You will keep abreast of emerging technologies and assist with the Infrastructure strategy while maintaining and developing relationships with Internal stakeholders, vendors and suppliers to achieve the departmental objective while contributing to the wider IT Strategy. |

|  |
| --- |
| **Key Duties*** To ensure the internal Service Management System (SCSM) is used to efficiently manage service requests, incidents, problems and changes
* Collaborate with internal support and business teams to ensure all work undertaken within the department is correctly recorded (SCSM) and processed through the lifecycle in accordance with the agreed customer service levels and departmental policies in line with ITIL and ISO27001
* Participate in or carryout BAU, Projects, and R&D activities in line with the departmental objective
* Build, maintain, troubleshoot, upgrade or develop the Citrix Infrastructure
* Build, maintain, troubleshoot, upgrade or develop the VMware and storage infrastructure
* Build, maintain, troubleshoot, upgrade or develop the backup system ensuring the security and integrity of ERS’s data is preserved
* Monitor, respond and report on capacity management and infrastructure performance and report to management
* Patch systems in line with departmental patching policy
* Build, maintain, troubleshoot or develop the Application performance Management System AppDynamics to produce deep insight in to business applications and their performance
* Build, maintain, troubleshoot or develop the infrastructure monitoring platforms
* Maintain, troubleshoot the Email filtering / Email Management system MimeCast
* Build, maintain, troubleshoot or develop the Disaster Recovery and Business Continuity systems while identifying opportunities for improvement
* Assist with the upkeep and maintenance of corporate Data Centres, Disaster Recovery Suites and Local server rooms across a range of geographical locations within the UK
* Identify areas of Infrastructure or Technologies Services where cost saving efficiencies can be made
* Participate in on-call rota to provide technical cover out of business hours
* Ensure that knowledge is developed and retained within ERS and Technology Services departments
* Participate in Problem Management and Major Incident management activities
* Assist the wider IT architectural and security teams to design secure, scalable and robust solutions while assisting with documentation and project management tasks
* Liaise and assist with the management of 3rd Parties, including but not limited to vendors, suppliers, managed service companies and consultancies where required
* Produce various Management Information including system capacity, resource dashboards, system and departmental performance reports to an agreed schedule or upon request
* Ensure the Security and Integrity of company data is preserved at all times whilst carrying out BAU, Project or R&D activities
* In coordination with the security team participate in any security or compliance reviews

*The above duties are not an exhaustive list and you may be required to undertake any other reasonable duties compatible with your experience and competencies. This description may be varied from time to time to reflect changing business requirements.*Technical Knowledge* Strong knowledge of Windows Server Operating Systems, Including IIS, DNS, DHCP and other key Microsoft server technologies
* Strong knowledge of Active Directory (ideally including Trust and Migration experience) with expert Group Policy 2008/2012 exposure
* VMWare ESX 4/5.5 farm architecture and management. Exposure to MS HyperV a bonus
* F5 Load Balancers, Cisco Nexus Switches, Cisco ASA Firewall and Clearswift Web proxies
* HP 3 PAR SAN and fabric configuration.
* Knowledge of Avaya IP telephony offerings.
* McAfee Security Suite including EPO Orchestrator management.
* SQL Server, clustering and replication technologies
* CentOS and Redhat Linux basic administration, command line and security knowledge
* Expert understanding of HP Data Protector, and ideally Net backup and Actifio
* Citrix XenApp 7.6 farm with XenDesktop and externally presented Netscaler services
* IGEL UMS thin client software and hardware (on Citrix) Microsoft System Centre 2012 suite, including SCOM, SCCM, Service Manager, and Orchestrator
* Microsoft Exchange, Microsoft O365 with a hybrid environment and Mimecast integration
* Experience of managing large scale replicated file and print services with DFS replication HP Servers and Blade chassis - C7000 / C3000 enclosures with Virtual Connect
* Strong knowledge and experience of Operating system and Anti-Virus patch management
* Strong exposure to knowledge of leveraging, integrating cloud services (AWS/Azure)
* Significant expose to working closely with internal and external development teams (DevOPS exposure a plus)
* Experience of infrastructure and application performance monitoring, exposure to AppDynamics a bonus

**Skills & Competencies*** Minimum Microsoft Certified Solutions Associate (2008/2012) qualified (or equivalent experience) with minimum 4+ years working within a technical support team environment
* Working within an ITIL service management environment
* Knowledge of industry best-practice and standards regarding IT Infrastructure
* Deep understanding of infrastructure technologies, including an understanding of Core networking concepts
* Able to understand technical systems and to effectively interface with other engineering teams and the customers of all technical levels
* Demonstrated experience in the implementation, management, configuration and maintenance server technologies, both physical and virtual
* Must have experience in day-to-day management and infrastructure support of over 250 servers (physical and virtual) across a multi-site business
* Excellent technical architecture and technical support documentation skills
* Project management experience - compiling reports and project plans detailing activity, progress and timescales whilst highlighting concerns
* Experience in technical support together with design, development and testing of new systems
* Proactive approach to problem solving, system design, management and implementation
* Significant experience implementing and working within IT security frameworks and best practice
* Strong customer service focus and communication skills
 |

**Role Holder Name (PRINT)…………………………………………………………..**

**Role Holder Signature.................................................................... Date:……………………**