# Role profile

* **Job title**: Senior Infrastructure Engineer (Cloud and Server)
* **Grade:** 9 (£46,464.00 - £50,512.00)
* **Business area:** Digital Services
* **Reporting line:** Delivery Manager (Technology)
* **Team:** Technology Team

## Job Purpose

Proactively support the provision and development of an Information and Communications Technology service to meet the needs of the organisation now and in the future. Delivering cost-effective, end-to-end digital services that are fit for purpose. Not limited to server and cloud technologies, significant experience within IT infrastructure with expectation to undertake project work and support in other areas as organisational needs dictate.

Supporting the delivery of the blueprint for the future development of the technical landscape, considering the Digital Service’s Strategy, organisational requirements, and newly available technologies.

Focusing on the use of server and cloud technologies as an enabler to deliver organisational outcomes, also supporting the delivery of third line support services.

## Key working relationships

Responsible for:

* Infrastructure Engineer(s)

Working with:

* Digital Services Team Leaders
* Digital Services Management
* Head of Data and Enterprise Architecture
* Technical Architect
* Procurement and Finance Services
* Suppliers
* Customers/users within GMCA

## Key Responsibilities

* Technical lead in the areas of server and cloud infrastructure, making use of specialist skills within the primary area of focus.
* Implementing and contributing to the design of new infrastructure solutions to meet organisational requirements.
* Liaising with suppliers, contractors, service providers, regulators, and other external agencies to coordinate implementations and maintenance of new, and existing, infrastructure.
* Taking a lead role in small, medium, and large infrastructure projects and providing support to other projects.
* Making technical recommendations to improve the security of infrastructure solutions in the primary area of focus and implementing the highlighted improvements.
* Developing a long-term plan for the delivery of technologies within the primary area of focus to ensure that they support delivery of the Digital Service’s Strategy and are aligned to the ITIL framework.
* Proactive monitoring, including performance improvements of current infrastructure.
* Responding to infrastructure and security alerts from multiple sources in a suitable and timely manner based on SLA and risk.
* Creation and maintenance of systems documentation, contributing to knowledgebases with detailed technical documents.
* Assist in testing of Disaster Recovery/Business Continuity procedures.
* Coaching, mentoring and knowledge transfer to second and third-line support teams.
* Working closely with internal clients and external partners to identify organisational technical requirements. Providing technical advice to non-technical users.
* Ensuring that the organisation’s technical architecture is secure by design.
* Providing advice relative to risk in relation to all aspects of IT security and working closely with risk owners and the risk process.
* Providing advice to the organisation on potential and current threats, with appropriate mitigations and coordinate the specific response to the threat.
* Liaising with third parties/suppliers to ensure the IT security standards of the enterprise are met by organisations outside of GMCA.

## General

* Actively promote the values of GMCA.
* Build effective relationships with clients, customers and key stakeholders.
* Where required, coach system users to develop effective skills, and provide guidance and support on the use of systems and tools to enable them to undertake their roles.
* Provide positive challenge to colleagues across the organisation in considering how things can be done better and more effectively.
* Communicate effectively to ensure all relevant stakeholders are informed and up to date with relevant information, statuses, and progress.
* Accurately prepare documentation, communications and information including letters, emails, contracts and records.
* The role holder will work collaboratively across the directorate engaging with internal customers, clients, and stakeholders to provide internal focused consultancy, support, and guidance.
* Proactively contribute to continuous improvement of systems and processes to ensure procedures, policies and guidance are updated in line with legislative and social changes.
* Review key performance indicators to identify and address issues arising, spot trends and take appropriate action to learn, share and improve.
* Seek feedback and elicit wider priorities to support and enable colleagues to meet the needs of the organisation.
* To always hold yourself and others to a high standard of professionalism, demonstrating your commitment to our values and behaviours as well as ensuring service confidentiality is maintained throughout all we do.
* Working with other teams internally and externally collaboration is maximised and supporting on activity where appropriate.
* Ensure the services delivered internally and externally are inclusive and accessible.
* To align work area to the Sustainability Strategy and ensure work practices are inclusive of this value & strategic intent.

**NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.**

## Knowledge, Skills, and Experience

### Knowledge & Experience

* Experience in all aspects of designing, planning, implementing, maintaining, and troubleshooting a complex on-prem and cloud infrastructure environment.
* Proven experience designing and supporting cloud-based infrastructure solutions.
* Experience deploying large complex infrastructure solutions, in the cloud or on-prem.
* In-depth understanding of security in relation to on-prem or cloud deployments.
* Thorough and up to date knowledge of IT security best practices, for example interpretation of National Cyber Security Centre (NCSC) guidance, Microsoft security best practice, etc.
* A general understanding of networking and DMZ networking, including within Azure.
* Advanced knowledge and demonstratable experience in the following technologies:
  + Azure
  + Converged Infrastructure
  + NetApp storage systems and Dell compute
  + AD DS
  + AD FS
  + PowerShell and Command Line Interface
  + Group policy
  + DNS and DHCP
  + RADIUS
  + WAP
  + PKI and certificate infrastructure
  + Print infrastructure
  + Microsoft Sentinel
  + Microsoft Defender suite of tools
  + Windows server patching
  + On-Prem Active Directory\Microsoft Entra ID
  + Microsoft AOVPN
  + M365 and E5 administration
  + Exchange On-Prem 2016
  + Windows Server 2016 and above
  + Kemp Load Balancer technologies
  + Rubrik Enterprise Backup Solution
  + Nessus vulnerability scanner
  + SolarWinds
* Your role will not be limited to cloud /server, but this will be your primary responsibility. You should be competent in IT infrastructure generally and will be expected to undertake project work and support in other areas as business needs dictate

### Essential

* Minimum 5 years working in IT infrastructure or equivalent role
* Educated to degree level in a relevant subject or significant demonstrable experience
* Evidence of continuous professional development
* Relevant professional qualification, membership of a relevant professional body.

### Desirable

* Microsoft or other vendor certifications within the relevant area
* ITIL® 4 Foundation Certificate in IT Service Management
* Experience working in an ITIL aligned environment
* Experience of project management methodologies and principles

### Skills, Values & Behaviours

* Well-developed verbal and written communication skills, including report-writing, presentation and facilitation, able to advise / influence at all levels.
* Ability to convey often complex information and guidance in a clear and understandable manner appropriate to the recipient
* Ability to build strong and trusting relationships with clients, customers and colleagues
* Self-motivated with an ability to prioritise and organise work effectively to meet deadlines.
* Ability to collate, critically appraise and present information from a range of sources using excellent analytical skills.
* Experience of supervising/mentoring/performance within a small team
* Ability to generate new ideas, alternative options and develop realistic and practical solutions.
* Excellent relationship management skills with demonstrated ability to develop effective relationships with key stakeholders and colleagues
* Clear focus on delivering positive outcomes
* Acting as a role model for the directorate
* Able to work flexibly and independently, covering other areas of the department as required

## Corporate Duties

*Do not behave in way which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.*

*Safeguard at all times confidentiality of information relating to staff and pensioners. Refrain from smoking in any areas of Service premises.*

*Behave in a manner that ensures the security of property and resources. Abide by all relevant Service Policies and Procedures.*

***Records Management / Data Protection*** *- As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.*

***Confidentiality and Information Security*** *- As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.*

***Data Quality*** *- All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols. To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.*

***Health and Safety*** *- All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.*

***Service Policies*** *- All GMCA employees must observe and adhere to the provisions outlined in these policies.*

***Equal Opportunities*** *- GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.*