

Job Description

Senior Infrastructure Engineer

Purpose

To provide first, second and third line support of the IT infrastructure for clients, customers and colleagues
To run, deliver and complete projects that maintain, improve and secure the IT infrastructure

Responsibilities

- Ensure that the IT infrastructure architecture remains consistently available to all users (including colleagues, clients, business partners and suppliers) through:
 - Management of service or change requests
 - Management and delivery of scheduled daily, weekly and monthly tasks
 - Identification, management and resolution of incidents
 - Identification, management and root cause elimination of problems
 - Identification, management and implementation of application or process improvements
- Understand the business strategy and contribute to the overall goals of the business through infrastructure development, improvement and support
- Take responsibility for the delivery of one or more projects, typically involving migrations, upgrades and introduction of new/improved services and applications
- Report progress to the Head of IT Infrastructure, immediately escalating outages, major delays and other serious issues
- Work closely with other members of the Infrastructure team
- Maintenance and monitoring of the IT infrastructure
- Implement proposed improvements, developments and upgrades to the IT infrastructure
- Liaise with and build relationships with third party suppliers and clients
- Assist with procurement of IT hardware and software through third party suppliers
- Second and third line support of the IT infrastructure. First line support will be a requirement at busy times and as cover for colleague holiday and absence
- Ensure server and desktop infrastructure standardisation is maintained where appropriate
- Liaise, assist and provide support to third party suppliers during their improvement, development and upgrade processes
- Draft project proposals and plans for migrations, upgrades and new service deployments
- Implement project plans for migrations, upgrades or new deployments of infrastructure services and applications
- Installation of server/networking hardware to datacentre and office locations
- Provide support to the Development team, ensuring that the infrastructure requirements for internally developed applications are provided
- Assist with implementing and configuring specific components of the designed disaster recovery plan
- Complete regular disaster recovery testing of IT infrastructure
- Expand and improve the Infrastructure team's documentation library
- Troubleshooting and fault reporting of major outages and issues
- Assist with ensuring that IT security policy and procedures are enforced and staff are aware of their roles in contributing to this
- Maintain a technical advantage through continual training and personal development
- Support 7IM's Mission and Tenets and subscribe to TCF (Treating Customers Fairly) initiatives

Skills

- Significant experience of providing IT infrastructure and desktop support
- Ability to logically and methodically problem solve IT incidents and outages
- Extensive experience and underlying knowledge of IT infrastructure technologies. Including DNS, DHCP, networking, Active Directory, Exchange and virtualisation

- Excellent PC support skills including a broad knowledge of Windows 7, 8, 10, Office 2010/13/16 and experience of supporting 3rd party desktop applications
- Experience with utilisation of IIS, Microsoft System Centre products, networking devices is desirable (use of SonicWall/Cisco firewalls and HP switches is an advantage)
- Experience of completing infrastructure migrations and upgrades
- Experience with implementing IT security policies and procedures
- Experience of installing and utilising Dell server and desktop hardware would be an advantage
- Proven track record of delivering to commitments
- Excellent written and oral communication skills

Knowledge

- Knowledge of administering Microsoft SQL Server 2008/2012/2016
- Knowledge of industry recognised IT and support practices
- Comprehensive functional knowledge of Business Operations and processes and related Technology

Qualifications

- Microsoft Infrastructure specific certifications are a distinct advantage, eg, MCSE, MCSA, MCP, MCITP, MCTS

Other Relevant Information

- Team player
- Conscientious
- Good attention to detail
- Good time management skills
- Proactive approach
- Ability to think laterally
- Proven track record
- Can-do attitude
- Willing to take responsibility
- Reporting to Head of IT Infrastructure