**Role Description – Infrastructure Engineer**

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| **Role title** | Infrastructure Engineer | **Department** | IT |
| **Reports to *(1)*** | IT Manager | **Direct Reports *(1)*** | Line Management – None |
| **Key relationships / interfaces *(1)*** | **Internal:** | IT Department colleagues, business sponsors, and business leads for IT Projects, and all APM staff. | |
| **External:** | External third-party project managers, third party suppliers and contractors including IT and technology suppliers. | |
| **Role purpose *(2)*** | This role is to implement and support the IT infrastructure and technology services in support of business operations. The role will:   * ensure that IT and telephony systems are available to agreed service levels, minimising unscheduled downtime * provide an escalation point for other team members across a broad range of technologies and assist with support issues as required * ensure all IT infrastructure and technology solutions are robust, fit for purpose and fully documented * ensure IT improvement initiatives are delivered to the business within the required timescales, to the agreed quality and availability, and in line with the technology roadmap * provide technical expertise in support of project delivery across a range of business and IT-led initiatives * monitor for internal and external information security threats, keep systems protected and up to date and escalate risks to senior management as and when required | | |
| **Breadth of responsibility *(3)*** | Maintaining agreed service levels for IT infrastructure and supporting the IT team in solution design and delivery in support of business projects and technology initiatives.  This is a technical hands-on role to ensure systems and services are available with timely resolution of incidents and forward planning for changes.  Ability to work in a small organisation and take on multiple roles, working with IT and business managers to deliver IT enabled business change.  Technical aspects of the role will include the use of proven, established technologies, maximising the use of existing systems and business applications and developing IT solutions to meet business change requirements. | | |
| **Dimensions and limits of authority *(4)*** | Ensure that IT infrastructure and telephony is maintained in line with best practice and that management are kept informed of IT developments that could benefit the business.  Recommend changes and improvements to the IT infrastructure and telephony systems. | | |

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| **Key responsibilities / accountabilities *(5)*** | **Key performance measures *(6)*** |
| * Maintaining IT services to agreed service levels, to include, but not limited to:   + Monitoring server performance   + Monitoring network performance   + Applying latest software updates/ upgrades to servers and computers as required   + Ensuring compliance for all licenced software   + Maintaining Anti-Virus and Spam controls for servers and computers   + Ensuring daily backups are run and tapes are held securely off-site   + Providing ad-hoc IT Support as required | * IT Support Operational Level Agreements (OLA’s) met with minimum unscheduled downtime * Service Levels maintained * Assigned IT Help Desk tickets are actioned and updated according to agreed SLAs |
| * Working within small departmental and/or project teams to deliver IT solutions to enable business change, including, but not exclusively:   + Agreeing requirements   + Solutions design and documentation   + Solutions development and implementation   + Solutions testing   + Supplier engagement | * Solutions developed to a high standard in a timely manner |
| * Monitor and propose new solutions and technologies that could be of benefit to the business, and develop ideas to include:   + Overview of proposals and options analysis   + Estimated costs to cover implementation and support   + High-level timescales for delivery | * Proposals are thought through and well presented, including the benefits * APM benefits from the introduction of new technologies |
| * Producing technical documentation of acceptable quality to include:   + Detailed components and configuration of IT infrastructure   + User guides that can be used for staff training and reference | * Documentation is reviewed and approved by IT management * Feedback from users |

**Person Specification – Infrastructure Engineer**

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| **Attribute** | **Description** | **Essential/Desirable** |
| Qualifications *(7)* | Degree or equivalent  Professional technical qualifications (MCP or similar) | Desirable  Essential |
| Experience *(8)* | Solid experience with Microsoft technologies including:   * Active Directory and Group Policy * Microsoft Office 365 * Microsoft Windows Server 2012 R2 / 2016 * Microsoft SQL Server 2012 / 2014 / 2016   Solid experience with networking technologies including:   * Cisco Routers and Firewalls (inc. Meraki) * Cisco AnyConnect VPN and RSA SecurID * TCP/IP networking, infrastructure services (e.g. DNS, DHCP)   Solid experience of other technologies including:   * Veeam Backup and Recovery * VMware ESXi 5.5 / 6.5 * VOIP telephone systems * Public Cloud - Microsoft Azure, AWS * MDM – e.g. Windows Intune, Airwatch   Experience of the following:   * Business Continuity and Disaster Recovery planning * Content Management Systems (CMS) * CRM Platforms * Information Security | Essential    Essential  Essential  Desirable |
| Knowledge | 5+ years’ experience of working in an IT Infrastructure Support role  A good understanding of IT operations best practice including ITIL methodologies  Emerging technologies and trends for IT infrastructure | Essential  Desirable  Essential |
| Skills | Proficient user of Microsoft Office applications  A logical and systematic approach to problem resolution across a broad spectrum of technologies | Essential  Essential |
| Behaviour / competency *(9)* | See table below for APM level behaviours |  |

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| **Supporting Behaviours** | |
| **Behaviour** | **Description** |
| Communication | You use the most appropriate method, language and style of communication for the situation and people involved.  You listen and clarify to check mutual understanding. You are considerate of other people’s viewpoints and feelings.  You speak and write in a clear and concise way.  You draft accurately and concisely to persuade and inform, checking that your message is understood.  You promote good working relationships and respond quickly to deal with conflict or breakdowns in communication.  You negotiate effectively to achieve agreed courses of action with stakeholders, maintaining their buy-in.  You lead meetings or discussions effectively to achieve clear results and make significant contributions to move business forward. |
| Customer and Supplier Focus | You demonstrate an in-depth and thorough understanding of APM’s products and services. You interpret and evaluate APM’s products and services and can transfer knowledge to others.  You look for long-term benefits to the customer, supplier and organisation and adjust your approach accordingly. You promote a partner relationship with suppliers.  You promote a strong focus on customers and suppliers and know how to shape business processes and priorities around the customer.  You motivate improved performance sharpening the way business is done with a clear distinction between requirement and delivery.  You understand customers’ and suppliers’ needs in terms of performance, time and cost. You plan for and put into practice alternatives and negotiate trade-offs when constraints affect delivery to achieve a win-win result. |
| Working Together / Teamwork | You promote diversity and fair treatment for everyone. You are open, honest and polite in dealing with other people. You answer questions readily and listen to the views and opinions of others.  You treat information, knowledge and experience as vital assets, readily sharing and learning from others and encouraging others to do the same.  You build an effective team, drawing on the diversity of others.  You willingly accept responsibility for delivering your own results and those of the team, keeping others informed of progress and possible problems.  You encourage an environment where team members take responsibility for team results as well as their own results.  You promote and coordinate team work and collective responsibility. |
| Leadership and Developing People | You are committed to continuously developing your skills and those of other people. You recognise your own limitations and learn from experience and setbacks.  You make sure that staff understand what they need to do and how this links to the business strategy through setting SMART objectives.  You are aware of your own leadership style and you lead your team in problem solving and reaching goals.  You recognise other people’s strengths and weaknesses, delegating effectively to provide suitable development opportunities. You provide support and expertise to other people, encouraging them to develop broader skills.  You recognise and reward good individual and team performance and celebrate successes. You act promptly and positively to deal with poor performance and inappropriate behaviour.  You encourage ideas and involve others in making decisions. You delegate responsibility to the right level so that others can deliver, and you know when to intervene |
| Problem Solving and Ownership | You identify and go beyond normal sources of evidence needed to make decisions.  You take ownership, investigating and going beyond normal sources to gather all relevant information, able to probe and challenge and get to heart of issue. Decisions and problem solving are based on own and others’ experience.  You take decisions at the right time, based on best available evidence and analysis, within the limits of your own authority. |
| Improvement, Change and Creativity | You communicate the purpose of and need for change, encouraging other people to contribute and take part in the process.  You analyse practices, suggesting new or more effective methods.  You respond quickly, flexibly and positively to change, using it as an opportunity to learn, develop and practice new skills. You put into practice new ways of working and exploit new technology.  You assess the effect of options for other people, supporting them in adapting to different ways of working.  You keep up to speed with and adopts established practices, ideas or developments elsewhere and adapts them to meet their current situation and improve the way things are done locally. |
| Planning and Organising | You plan and co-ordinate the effective use of time and resources for self and others to meet deadlines.  You complete tasks within budget and time constraints.  You plan ahead and prioritise activities and manage inter-dependencies.  You manage teams to successfully co-ordinate long term plans/align project activities.  You adapt easily to changing priorities and uncertainty. |
| Organisational Commitment | You present APM in a positive light by promoting and supporting APM’s reputation both internally and externally.  You act to support the values of APM and make choices and sets priorities that meet business goals.  You cooperate with others to achieve business objectives. |
| Resilience | You successfully manage or change other people’s emotional responses or states.  You respond positively and constructively to challenge and confrontation by others.  You cope with ambiguity and deals with uncertainty and frustration.  You focus on issues that can be influenced (rather than those that cannot) and pro-actively takes control of events. |