



JOB SPECIFICATION

Job title: Senior Infrastructure Engineer

Responsible to: Infrastructure Manager

Purpose: To ensure our technology always works and for ensuring all information is safe.

To assist with implementing new technology and supporting VIVID's transition to Azure Cloud, designing the IT infrastructure required and deploying where necessary. Familiarity with hardware, network, security, telephony and other systems and technologies, and lead on the management of this, to enable the organisation to achieve its objectives and efficient and effective working for all IT users.

Location: Portsmouth

Key Areas	Description	Performance standards are satisfactory when:-
Innovation	<ul style="list-style-type: none">• Keep abreast of industry developments & trends, proactively researching, evaluating and recommending the implementation of new technology solutions that support the delivery of business objectives or improve operational effectiveness or security of IT infrastructure and systems.	<ul style="list-style-type: none">• New ways of working are introduced that improve our efficiency and increase capacity
Infrastructure	<ul style="list-style-type: none">• Proactively manage the organisations IT infrastructure both cloud and on prem as well as communications systems, ensuring our network and systems are kept up to date and secure, meet our	<ul style="list-style-type: none">• Our infrastructure and systems are secure and always available when people need them.

	<p>needs, perform efficiently and are always available when people need them.</p> <p>Play a lead role in enhancement of VIVID’s Cloud infrastructure, designing and deploying cost effective solutions and transitioning services from our on-premise data centre to Azure and be familiar with things like Vey Vault, App Services, DevOps, Pipelines. Support the transition of the enhancements to the operational teams.</p> <ul style="list-style-type: none"> • Assist the Infrastructure Manager with designing and planning for the infrastructure required to support VIVID’s operations, ensuring sufficient infrastructure capacity exists to meet system requirements for growth and any new systems during the financial year. • Ensure all key data is backed up and can be quickly and easily restored. • Ensure IT infrastructure, operating systems and applications are correctly procured, installed, maintained and decommissioned - with a focus on adherence to relevant procedures and legislation. 	<ul style="list-style-type: none"> • Satisfaction with IT services meets or exceeds our targets • Our data is secure and can be recovered on request • Our infrastructure and systems are secure, supported and perform to their best of their capabilities
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<p>Disaster Recovery (DR)</p>	<ul style="list-style-type: none"> • Ensure systems and infrastructure are available in the event of an issue so that downtime is kept to a minimum, managing the organisation’s IT Disaster Recovery plans ensuring they are regularly reviewed and updated. • Implement and regularly test DR solutions to ensure they accord with expectations of users in the event of any unavailability. • Ensure all updates, changes and projects have a DR focus to ensure recovery of systems can be achieved. • Action the recovery of VIVID’s IT systems following any unavailability as required in line with agreed RPOs & RTOs; managing any ICT Business Continuity / Disaster Recovery aspects associated with these. 	<ul style="list-style-type: none"> • Our infrastructure and systems are always available when people need them. • DR plan is available, tested and understood by the team. • Any patching, change controls or Project work is assessed against the DR plan. • Ensure systems are made available within agreed targets following any unavailability
<p>Security</p>	<ul style="list-style-type: none"> • Ensure environments, systems and infrastructure are secure. • Enforce the organisation’s virus, security, email & web policies; ensuring control software is robust and up-to-date. • To highlight, develop and improve security arrangements making appropriate recommendations to ensure integrity of systems is maintained. 	<ul style="list-style-type: none"> • No security breaches are reported and audits are successful. • The Infrastructure Manager is made aware of relevant / necessary improvements to security.

Other	<ul style="list-style-type: none"> • Work with the rest of the IT Infrastructure team and the wider IT Team and provide regular updates on newly implemented systems or application upgrades and where appropriate train the team on how to administer new applications or systems • Project manage IT projects within the approved methodology, managing project teams, budgets and deadlines and produce project plans and associated documentation for the design, writing, implementation, documentation and maintenance of all changes. • Carry out other duties which are broadly consistent with the job description and level of the post. 	<ul style="list-style-type: none"> • Create a culture of risk management which is embedded within day-to-day activities to ensure risks are identified and appropriately managed or mitigated. • Create a culture of risk management which is embedded within day-to-day activities to ensure risks are identified and appropriately managed or mitigated • Responding promptly when relevant issues are identified
Diversity	<ul style="list-style-type: none"> • Ensure adherence to duties in relation to Equality and Diversity 	<ul style="list-style-type: none"> • Demonstration of behaviours which best support equality and diversity within the work place
Health and safety	<ul style="list-style-type: none"> • Ensure the highest standards of health and safety are maintained in all areas • Take care of your own safety and that of others who may be affected by what you do (or do not do) 	<ul style="list-style-type: none"> • There is a great Health and Safety culture across the department • You personally adopt behaviours which adhere to all Health and Safety policies and practises

Person Specification

Qualifications	<ul style="list-style-type: none"> • Degree level education • Evidence of continuing professional development in relation to IT skills 	D E
Experience	<ul style="list-style-type: none"> • Previous experience in a similar role • Experience of delivering projects • Experience of working within a complex or changing organisation • Experience of IT within a non –profit, charitable or regulated sector • Managing and delivering a high performance, secure and stable infrastructure and communications. • Proven experience of managing cloud services and solutions • Implementing service improvements • Managing 3rd party suppliers as resource to compliment in-house team. 	E E E D E D E E
Knowledge & Understanding	<ul style="list-style-type: none"> • IT Networks • Azure • O365 • Microsoft ATP • Microsoft Exchange • Citrix • VMware / Virtualisation Technologies • PowerShell Scripting • SQL Management • Data Centre Management • SAN technologies • Cloud Technologies • Project Management, preferably PRINCE2 Foundation level • ITIL foundation or understanding of service management principles. • IT Security 	E E E D E E E D D E E D D E E
Skills	<ul style="list-style-type: none"> • Use technology to improve processes • Strong numeracy and analytical skills. • Able to develop effective working relationships with key stakeholders • Excellent communication skills, both oral and written, able to adapt approaches and techniques dependent on the audience • Managing a multi-site, multi domain environment 	E E E E D
Attributes	<ul style="list-style-type: none"> • Able to live our values • An enthusiastic approach to leading and managing change • Commitment to delivering excellent customer service 	E E E E



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	<ul style="list-style-type: none">• Calm under pressure and a desire to identify root causes to ensure issues do not reoccur• Flexible approach to work appreciating that IT issues do not necessarily always occur between 9am and 5pm	E
Other	<ul style="list-style-type: none">• A willingness to work to tight deadlines.• A clear commitment to equal opportunities, principles and practices in service provision and employment.• A driving licence with a car available for business use• Able to work outside usual office hours as needed	E E E E