Role Profile
March 2016

Job Title: IT Infrastructure Engineer

Reports into: IT Infrastructure Manager

Department / Location: IT, Wembley

Role Purpose:
- Developing, maintaining and supporting the Group’s IT infrastructure
- Creating, designing and developing technical solutions to meet business requirements
- Undertaking hands-on engineering work as part of infrastructure projects, maintenance work and third line incident support (including problem resolution)
- Ensuring all IT systems and services are proactively maintained, monitored and supported to ensure that the IT department meets its SLA
- Working with the IT Service Desk, colleagues and external resources to provide advanced third line support (including problem management support) across all IT Systems and services
- Providing excellent customer service by understanding the business drivers, taking proactive action and providing clear communication

Key Responsibilities and Accountabilities

Infrastructure project engineering
- Contribute as a team member in the delivery of IT infrastructure solutions and projects
- Take an active role in hands-on infrastructure development and engineering across all existing and new IT systems and services
- Create and maintain technical designs and planning documents (go-live plans, work packages, technical project plans), progress reports and test scripts
- Create service transition plans for projects
- Design and document maintenance, monitoring, alerting and support procedures as part of project handover
- Manage small IT technical projects from initiation through to transition to live operations and post-live support

Proactively monitor and maintain all IT systems and services
- Undertake a range of routine maintenance tasks to ensure the continued reliable running of all IT systems and services
- Maintain the asset inventory of back end infrastructure hardware and software
- Conduct periodic security audits on all systems
- Ensure that all IT systems and services are proactively monitored at all times
- Track the monitoring systems so you have a constant overview of how the IT systems and services are running at all times during the day
- Carry out proactive action in response to thresholds being breached
- Conduct regular reviews of incidents to determine trends and patterns. Raise problem records for investigation and use root-cause analysis to determine the common causes to multiple incidents and ensure these are resolved before incidents occur
- Review long term trends, identify future capacity or performance issues and recommend and take appropriate preventative action. Look for proactive opportunities to resolve issues before they impact IT systems and services

Third line / major incident support
- Work with the IT Service Desk to resolve incidents escalated to the IT Infrastructure team, ensuring that you meet the OLA agreed with the IT Service Desk
- Ensure that the IT Department’s Incident SLA is met every day for IT Infrastructure team assigned incidents
- Work with 3rd parties, contractors and external resources to ensure a successful transfer of knowledge to yourself and colleagues in the IT Infrastructure and IT Service Desk teams
- Use the IT Service Management System to track progress on all incidents by providing accurate, detailed and timely updates and ensure that the customer is up to date at all times on the status of their incident
- Escalate incidents to 3rd parties, external resources or others. Monitor performance of 3rd parties and external resources to ensure that they are providing the expected level of service and meeting their SLA
Disaster Recovery / Business Continuity
- Participate in periodic Disaster Recovery and Business Continuity tests to ensure that the plans work and all members of the team are practised and experienced in recovering systems.

Customer Service
- Understand the nature of Network Housing Group and its strategic vision and aspirations, and ensure that your work is at all times oriented towards supporting these.
- Ensure that you provide first class communication in all forms, with proactive notification and feedback to users, customers and management.
- Use your initiative to create innovative solutions to new or existing requirements.

Standard Responsibilities
Adopt and comply with Network values, policies and procedures, and regulatory frameworks including:
- Code of Conduct
- Health & Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person Specification

Education
- Degree educated or equivalent experience, ideally with relevant IT professional certification

Knowledge and Skills Required
- In-depth knowledge of Microsoft desktop and server operating systems and Wintel environments and Microsoft Exchange
- In-depth knowledge of Citrix XenApp and VMWare
- Knowledge of SQL Server Administration
- Knowledge of administration of Cisco UCCM and UCCX telephony (Desirable)
- Knowledge of IP networking specifically cisco switches (Desirable)
- Configuring system monitoring tools such as MSCOM, HP Insight Manager, SolarWinds, Kaseya (Desirable)
- Excellent customer service skills
- Good oral communication and presentation skills
- Ability to write clear reports and correspondence and present complex information in an easy to read format

Experience Required
- Experience with Storage area networks
- Supporting finance packages and contact management systems
- Working in Data Centre environments
- Proactively maintaining a complex, multi-site, IT infrastructure
- Implementing and using monitoring systems and creating meaningful reports
- Creating and implementing procedures covering IT maintenance, monitoring and support.
- Supporting all elements of a complex infrastructure
- Implementation of new systems

Additional Information
- A flexible approach is needed to meet business needs with occasional weekend or evening working and travelling to other group sites as required.
## Organisational Competencies

We want to make Network a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-

**Hungry** - we want to do more and do it better
- I am self-motivated, work hard and want to succeed
- I make things happen
- I think creatively to find solutions and get results for customers and colleagues
- I want to help Network achieve its goals

**Accountable** - we take responsibility and get things done
- I have a disciplined approach to work; I do what I say I will do
- I try hard to get things right first time
- I have a ‘can do’ attitude
- I think carefully about my work and how we could improve for the future
- I don’t believe it’s ‘someone else’s problem’

**Respectful** - towards our customers and our colleagues
- I arrive on time and fully engage in meetings
- I answer ringing phones and respond quickly to customer and colleague messages
- I work hard to communicate well with customers and colleagues, even if things take a bit longer as a result
- I make myself available and aim to be easy to work with

**Together** - one team, working towards common objectives
- I understand Network is one organisation and I actively promote a ‘one team’ culture
- I work well with people across Network to ensure customers only need to make a ‘single ask’
- I welcome contact and input from colleagues in all parts of the business
- I welcome opportunities outside my team role to contribute to improving the business