

Role Profile

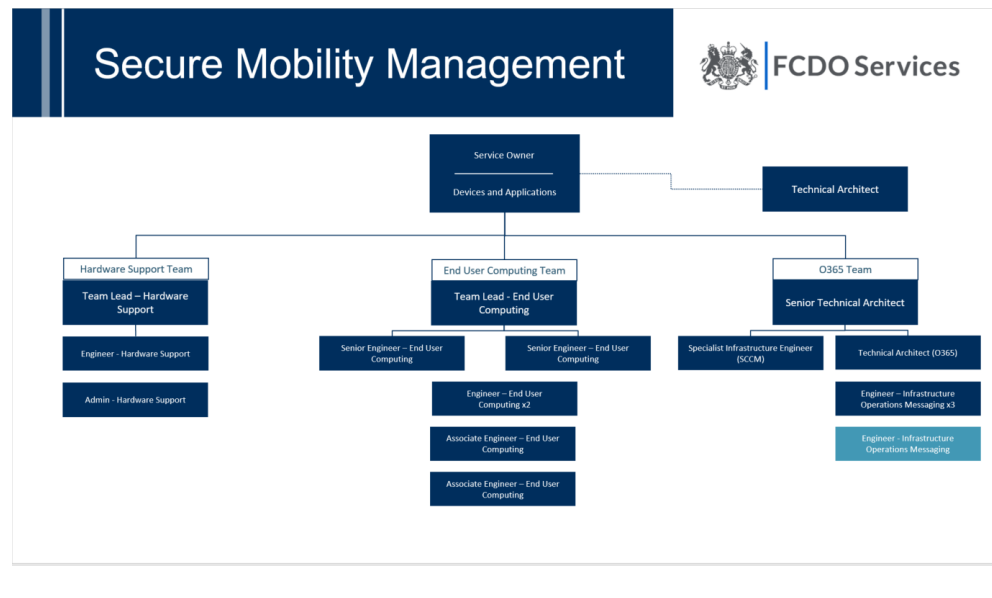


FCDO Services

Role Title	Engineer Infrastructure Operations (Secure Mobility Management)
Business group and team	Technology and Operations
Job Purpose Overview	<p>The Engineer Infrastructure operations role is responsible for preparations and support of IT operations solutions and services - physical or virtual - according to industry and organisational best practice standards, service requirements and key performance indicators (KPIs) throughout the lifecycle.</p> <p>The engineer provides technical expertise to enable the correct application of operational procedures using existing infrastructure management tools to determine and contribute to the planning and implementation of maintenance and installation work, including building and configuration of infrastructure components.</p> <p>They implement agreed infrastructure changes and maintenance routines. Configures tools to automate the provisioning, testing and deployment of new and changed infrastructure. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers.</p> <p>The engineer is expected to take ownership of escalated incidents or service requests and carry out technical investigation, diagnosis and resolution or recovery of issues. The officer will be responsible for liaising with Service Desk in order to obtain the necessary information to allow for progression.</p> <p>The engineer will also be required to liaise closely with the Incident & Request Management teams, the Incident Coordinator's, and the Incident Manager when escalating incidents; this escalation will occur verbally and usually in person.</p> <p>There is a requirement for the engineer to be involved in the Acceptance Into Service procedure. This will involve close working with the AIS team and project teams to identify what is required for the Service Desk to bring a new product into service and full support.</p> <p>They provide first time resolution by troubleshooting and diagnosing or escalating faults (or both) to Lead Engineers, Principal Engineers, Service Desk Managers, Incident Managers and Problem Managers to investigate and resolve.</p> <p>They coach associates and share knowledge with team colleagues.</p>

Organisational position

Role within the Secure Mobility Management team:



Date Updated	15 June 2021		Updated By	NH	
Current / Applied Grade	TPB4	Job evaluation date	10/12/2019	Confirmed grade	TPB4

JOB RESPONSIBILITIES

- **Incident, Problem, Change management** - Coordinates the response to incident, problem and change reports, ensuring relevant prioritisation and detail to allow effective investigation. Identifies the correct procedures or channels for resolution and monitors resolution activity and progress updates to customers. Understands key change management tools and processes. Identifies and registers incidents, gathering the required information and allocating to the appropriate channel.
- **Technical specialism** - Has a knowledge of hardware and operating systems relating to Windows. Is familiar with SCCM for deployment for our managed builds and applications. Knowledge of management system software and tools. Has knowledge of logical schemata to investigate problems, collect performance statistics and create reports. Able to carry out routine configuration, installation and reconfiguration of database and related products. Optimises performance and forecasts resource needs.
- **User focus** - Understands users and can identify who they are and what their needs are based on evidence. Puts users first and can manage competing priorities. Identifies and engages with users or stakeholders to collate user requirements, collates evidence, understands and defines research which fits user needs. Able to use quantitative and qualitative data about users to turn user focus into outcomes.
- **Ownership and initiative** - Takes ownership of incidents and proactively resolves technical problems, ensuring that technical solutions continue to meet business requirements. Takes accountability for actions taken and decisions made. Owns an issue until it is has either been resolved, mitigated against or passed to a new technical owner. Will ensure resolution detail is captured accurately within Service Now and or KBA's.
- **Asset and configuration management** - Conducts the lifecycle management for assets including hardware, software, intellectual property, licences, and warranties. This includes managing usage, disposal, compliance, inventory, sustainability, cost optimisation and protection of the asset portfolio. Helps to improve investment decisions and capitalise on opportunities. Complies with international standards for asset management. Documents information relating to the assets including identification, classification and specification of all items, and information related to storage, access, versions. Is able to apply status accounting and auditing in line with relevant criteria. Maintains secure configuration and accurate information via the Service Now CMDB, controlling IT assets in one or more significant areas, and verifying location and state of assets.
- **Disposals** – Ensure that all End of Life equipment is disposed of in-line with industry practices and regulations. Ensure that equipment is disposed in-line with security guidelines and WEEE practices, declassifying where possible to keep classified disposal costs to a minimum. (London team only).
- **On-call** - Must join the FCOS On-call rota (excludes London team).
- **Asset and configuration management** - Conducts the lifecycle management for assets including hardware, software, intellectual property, licences, and warranties. This includes managing usage, disposal, compliance, inventory, sustainability, cost optimisation and protection of the asset portfolio. Helps to improve investment decisions and capitalise on opportunities. Complies with international standards for asset management. Documents information relating to the assets including identification, classification and specification of all items, and information related to storage, access, versions. Is able to apply status accounting and auditing in line with relevant criteria. Maintains secure configuration and accurate information via the Service Now CMDB, controlling IT assets in one or more significant areas, and verifying location and state of assets.
- **Disposals** – Ensure that all End of Life equipment is disposed of in-line with industry practices and regulations. Ensure that equipment is disposed in-line with security guidelines and WEEE practices, declassifying where possible to keep classified disposal costs to a minimum. (London team only).

- **On-call** - Must join the FCDO Services On-call rota.

KNOWLEDGE & KEY SKILLS

Essential:

- Experience of technologies in an enterprise environment.
- Excellent written and verbal communication skills with the ability to communicate clearly at all user levels (internal and external customers)
- Ability to write KBA's, high and low level technical documentation
- Working knowledge of a wide range of Servers and Operating Systems; Server 2008, 2012 and 2016.
- Support experience of the following is required: Active Directory, Group Policy, McAfee, Network/Firewall fault finding.
- Ability to take initiative, identify and respond to business service requirements; managing workload effectively to ensure tight deadlines are met
- Sound communication and interpersonal skills - ability to work as part of a team, as well as dealing with customers at all levels
- Previous experience of working in a high pressured, fast paced team.

This role should demonstrate knowledge and skills at SFIA level 4:

- Systems Installation/Decommissioning
- Customer Service Support
- IT Infrastructure ITOP

Knowledge required of the Digital Data and Technology Profession Framework (DDaT Skills Levels) for the Engineer Infrastructure Operations Role:

<https://www.gov.uk/government/publications/engineer-infrastructure-operations-skills-they-need/engineer-infrastructure-operations-skills-they-need>

Skill	Skill level
Change management	Awareness
Incident management	Awareness
Ownership and initiative	Working
Problem management	Awareness
Service focus	Working
Technical specialism	Awareness
Testing	Awareness
Understanding of service management framework	Awareness
User focus	Working

Essential (Professional Qualifications and Accreditation):

- A Levels / AS Level / NVQ Level 3 / Access to Higher Education Diploma / Advanced Apprenticeships. Preferably in a Computer Science, Computer Systems, Networking / Digital Data Communication or Science, Technology, Engineering or Mathematics (STEM) subjects or relevant job experience.
- Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience.
- Technical Qualifications and Accreditation or relevant job experience:
 - Microsoft Certified IT Professional (MCITP)
 - ITIL Foundation V3 Certification
 - MS Windows 2012 onwards

Desirable:

- Experience of technology below in an enterprise environment:
 - Backups and Patching of Windows, VCP, Citrix and NetApp Environments
 - Linux Knowledge
 - MS SharePoint Knowledge
 - Active Directory GP OU and configuration and permissions of user and workstation, Servers.
 - Experience of Storage Platforms
 - Experience of traditional network technologies
- Experience working within a secure environment.

Desirable: Digital Data and Technology Profession Framework (DDaT Skills Levels):

<https://www.gov.uk/government/publications/engineer-infrastructure-operations-skills-they-need/engineer-infrastructure-operations-skills-they-need>

Skill	Skill level
Asset and configuration management	Working
Availability and capacity management	Working
Broad technical understanding	Awareness
Coding and scripting	Awareness
Continual service improvement	Awareness

Desirable (Profession Qualifications and Accreditation):

- ITIL Foundation V4 Certification
- MS Windows 2012 Server Certified
- VMware Certified VCP Specialist
- Citrix Certified

CORE BEHAVIOURS

- Managing a Quality Service
- Delivering at Pace
- Working Together

CRITICAL SUCCESS FACTORS

Success measured and evidenced by delivery against stated goals and objectives covering at a minimum:

- Prioritises tasks and understands business needs. Measures the impact of their work. Ensures that services are available for users (99999 approach). Proactively manages problems which underpin service availability by employing programme, project and risk management methodologies appropriately.
- Makes the right decisions at the right time based on the information and evidence available. Applies logical thinking and information from analysis using comprehensive tools and techniques to make and validate decisions.
- Focuses on delivering timely performance and takes responsibility and accountability for quality outcomes. Works to agreed goals and deals with challenges in a responsive and constructive way. Applies agile techniques to continual service improvement.

- Is a good team player and works effectively across IT operations. Is able to manage challenging relationships with internal and external teams and suppliers.

Budget Responsibility? N	If YES, how much: £ per annum.	If NO can they authorise payments? N
Reports to: (Role Title and Grade)	Lead Engineer	
Direct Reports: (Number and grades of staff)	None	