

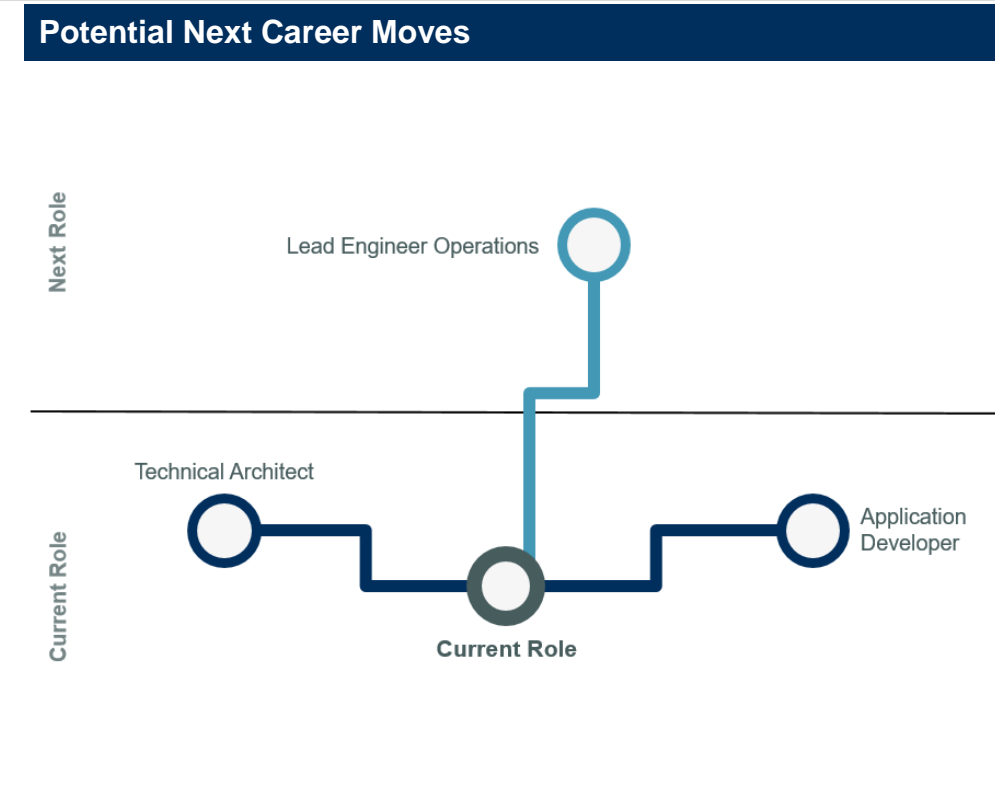


Role Title	Senior Engineer – Infrastructure Operations		
Job Family	Digital, Data and Technology	Sub Category	IT Operations
Behaviours	<ul style="list-style-type: none"> Changing and Improving 	<ul style="list-style-type: none"> Communicating and Influencing 	<ul style="list-style-type: none"> Managing a Quality Service
Purpose	Deliver services that meet or exceed service requirements.		

Key Accountabilities	
<ul style="list-style-type: none"> Carry out routine configuration, installation and reconfiguration of database and related products to optimise performance and implement change; Build and troubleshoot infrastructure solutions using architect's drawings, diagrams and/or data flows; Identify and take ownership of technical problems and incidents; manage, coordinate and prioritise tasks to resolve technical incidents as quickly as possible; Identify and investigate repeat issues and faults, initiate and monitor actions to investigate patterns and trends, consulting specialists where required; determine the appropriate remedy and preventative measures; assist with their implementation; 	<ul style="list-style-type: none"> Develop and document change requests to improve control / reduce risk to security performance and availability; analyse and assess impact of change requests; Create Technical and Functional Documentation and ensure that is reviewed and maintained accurately; Mentor junior staff members, document and report to the Lead/Principal Engineer and lead the team/manage staff in their absence; Maintain own professional development and expertise in the latest technologies and best practice to support and grow the business

Authority and Scope
<ul style="list-style-type: none"> Provide technical advice and influence other teams on the best technical solutions and process improvements; Resolve problems when there is no available precedent; Seek ways to enhance internal processes to improve technical services

Internal and External Communications
<ul style="list-style-type: none"> Manage relationships with customers, translating and interpreting technical terminology; Work closely with Infrastructure, Project Managers, and Developers, Incident and Problem managers to fix technical issues; Manage relationships with external teams and suppliers



Skills
<ul style="list-style-type: none"> Programming and build; Systems operations; Problem-solving; Analyse, interrogate and evaluate data; Draft/author professional/technical documents; Interpret professional/technical documents; Problem management; Incident management; Change and release management; DDaT Role: Engineer – Infrastructure

Qualifications, Knowledge and Experience
Essential
<ul style="list-style-type: none"> Agile & ITIL Foundation level / relevant experience; Microsoft role-based certification - Expert and relevant product certifications; Practitioner level knowledge of hardware, software and systems being supported; Substantial experience in relevant roles, including technologies in an enterprise environment, and of working within a secure environment, e.g. MOD; Experience in a high-pressured, fast-paced team

Desirable
<ul style="list-style-type: none"> Experience of working within a variety of ITIL3 environments; Strong numerical and analytical skills; Key performance reporting and documentation; Stakeholder Management; Leadership skills; Experience of working in Government Sector

Role	Senior Engineer – Infrastructure Operations Citrix Specific		
Job Family	Digital, Data and Technology	Sub Category	IT Operations
			Grade TPB5



Additional Requirements

- Certifications
 - Technologies Required Experience
- One or more of the following certifications required:
- Citrix Certified
 - CCP-V
 - CCE-V
 - CCA-N
 - CCP-N
 - MS Professional
 - NetScaler V12.x
 - Citrix Solutioning
 - Virtual Apps
 - XenApp Version 7.x
 - Citrix Management
 - Windows Migration
 - Xen Desktop 5.0