Role Title	Senior Engineer – Infrastructure Operations				
Job Family	Digital, Data and Technology	Sub Category	IT Operations	Grade	TPB5
Behaviours	• Changing and Improving	• Communicating and Influencing		• Managing a Quality Service	
Purpose	Deliver services that meet or exceed service requirements.				

FCDO Services

Key Accountabilities

- 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;

- 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
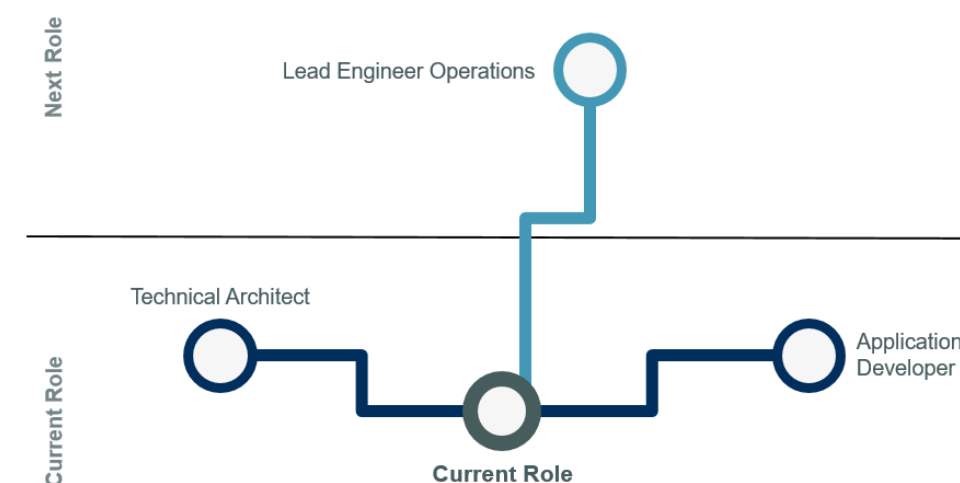
Authority and Scope

- 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

- 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

Potential Next Career Moves

Next Role: Lead Engineer Operations

Current Role: Technical Architect, Current Role, Application Developer

Skills

- 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
- 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
- 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 Virtualisation Specific					FCDO Services
Job Family	Digital, Data and Technology	Sub Category	IT Operations	Grade	TPB5	

Additional Requirements

Certifications

- VMware Certified Professional (VCP)

The following certifications would be useful in the role:

- VMware Certified Advanced Professional (VCAP)
- VMware Certified Design Expert (VCDX)

Technologies Required Experience

- VMware components, VSAN, VSphere, VCentre, ESXi
- NSX
- HLD/LLD Exposure
- CI/CD