

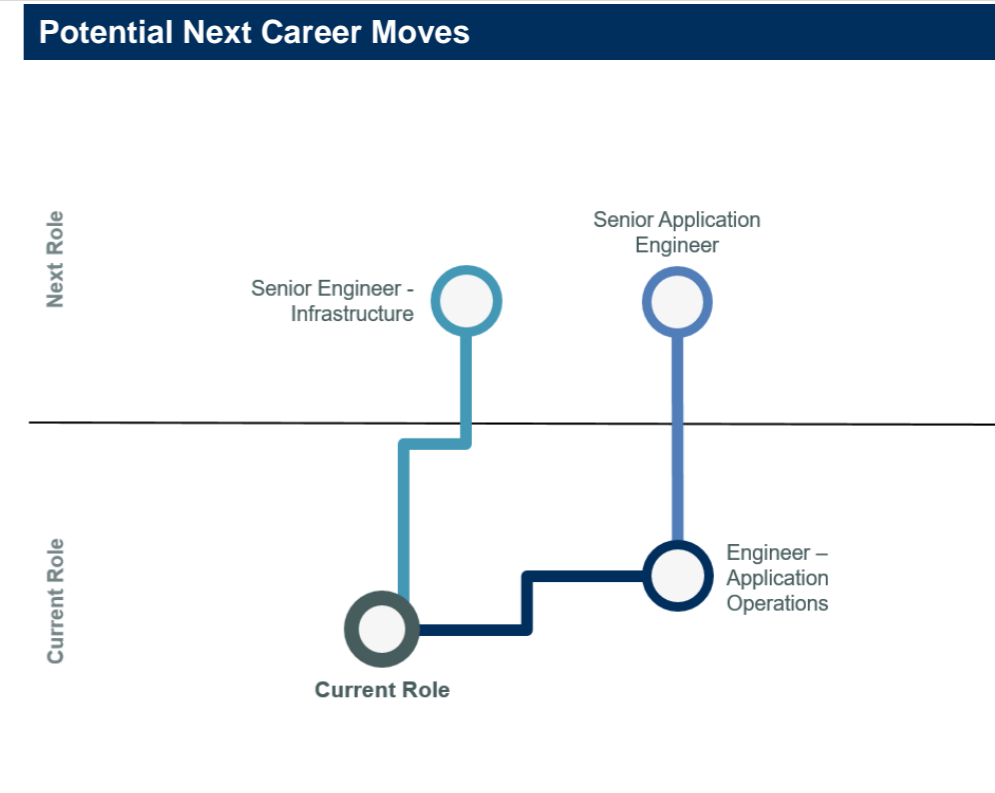


Role Title	Engineer – Infrastructure Operations		
Job Family	Digital, Data and Technology	Sub Category	IT Operations
Behaviours	<ul style="list-style-type: none"> Making Effective Decisions 	<ul style="list-style-type: none"> Working Together 	<ul style="list-style-type: none"> Delivering at Pace
Purpose	Build, configure, transition, administer and support technologies and solutions to meet user requirements.		

Key Accountabilities	
<ul style="list-style-type: none"> Contribute to the planning and implementation of maintenance and installation work, including building and configuring infrastructure components and provisioning tools; Use logical designs created by senior engineers, technical architects and required standards, methods and tools to build infrastructure solutions; Identify operational problems and contribute to their resolution; provide reports and proposals for improvement, to specialists, users and managers; Investigate faults in systems, processes and services, and advise on the implementation of appropriate solutions and preventative measures, escalating as necessary; 	<ul style="list-style-type: none"> Take ownership of escalated incidents or service requests and carry out technical investigation, diagnosis and resolution or recovery of issues, escalating as necessary; Document asset information across the life-cycle, including identification, classification and specification of all items, and associated storage, access and version information; Contribute to the delivery of On-call services; Coach associates and share knowledge with team colleagues; 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"> Prioritise tasks based on business needs and dependencies; Apply agreed methodologies, standards and processes to make and validate decisions; Prepare high and low-level technical and operational process documentation

Internal and External Communications
<ul style="list-style-type: none"> Engage with users or stakeholders to gather evidence relating to incidents or problems and keep them informed of progress; Share information with colleagues in own and other IT teams to resolve problems and incidents and to install new products; Day to day contact with suppliers to coordinate tasks



Skills
<ul style="list-style-type: none"> Programming and build; Systems operations; Asset and configuration management; Incident management; Change and release management; Analyse, interrogate and evaluate data; Draft/author professional/technical documents; Interpret professional/technical documents; 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 - Associate and relevant product certifications; Strong technical understanding of hardware, software and systems being supported; Significant 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 ITIL environments; Microsoft role-based certification – Expert; Experience of working with relevant technologies and/or systems; Experience of relevant tools, such as ServiceNow; Working knowledge of relevant components, devices, processes and protocols; Strong numerical and analytical skills

Role	Engineer – Infrastructure Operations		
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		Grade	TPB4



Additional Requirements

Certifications and Technologies Requirement:

- LFCS Certification – Linux Foundation Certified System Admin and /or
- RHCE Certification – Red Hat Certified Engineer and /or
- CompTIA – Linux Administration
- Basic Unix / Linux commands
- Bash Shell scripting Basics

Working towards:

- LPIC -1 : Linux Administrator
- LPIC-2: Linux Engineer
- Bash Shell Scripting – Intermediate