

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

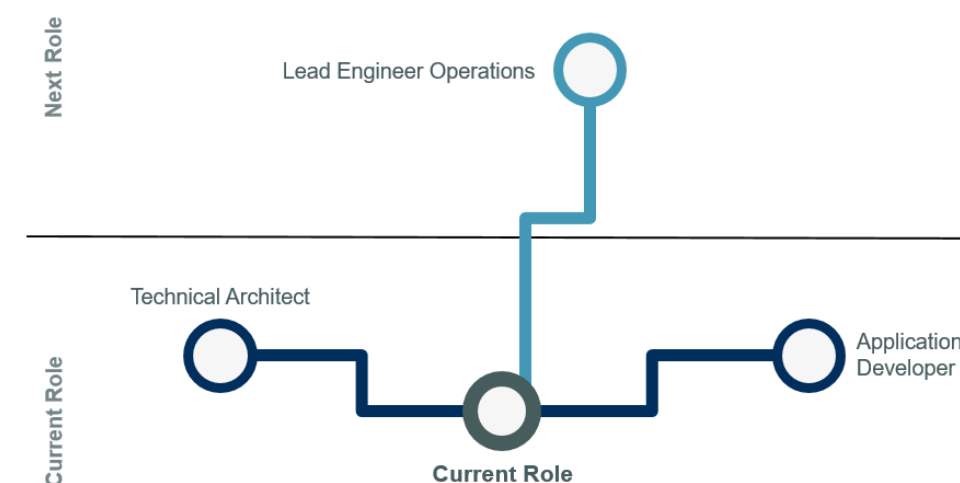
Authority and Scope

- 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



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



London Skills Requirements

MS Windows Server 2000-2019
MS SQL Server Admin and Query writing
MS Exchange 2000-2019
Cisco switches, routers and firewall configuration
Aruba AP's, Airwave, Clearpass and Mobility controllers
VMWare ESX 5.0-6.7
MS VBScript
MS Powershell
Arcserve Backup configuration
Sophos and McAfee Anti-Virus
NetApp NAS configuration and maintenance
HP SAN storage device configuration
HP Proliant servers
Linux (various versions)
Unix scripting
DNS Admin
MS Office 2016-365

Desirable Skills

Knowledge of existing FCDO and FCDOS IT systems
Knowledge of CRS Database schemas
Management, routing and distribution of TV Streams across the UK estate
Management, routing, distribution and storage of CCTV data across the UK estate
Management, routing and distribution of WiFi across the FCDO estate both in the UK and worldwide.
Adhoc development of Excel and Word macro based templates for customer reporting requirements.