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| ROLE PROFILE | | | |
| Job title | Lead Infrastructure Engineer | Date | Dec 2023 |
| Business | Samworth Brothers Group | | |
| Department | Group IT | | |
| Location | Leicester | | |
| ROLE SUMMARY | | | |
| The Lead Infrastructure Engineer manages the provision of infrastructure services and the provision of expertise to deploy architectural solutions for infrastructure services, throughout the service product life cycle.  At this role level, you will:   * Support the technical delivery of Infrastructure programmes and projects. * Work with technical architects to translate the architectural designs into operations and support technical architects in operationalising the designs. * Support the Infrastructure Manager in working with the infrastructure specialist teams in building, managing, supporting, and maintaining solutions according to departmental policy. * Act as a deputy for the Infrastructure Manager in their absence. * Leading 3rd line resolution of incidents and problems within IT infrastructure. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | Infrastructure Manager | | |
| Deputy | None | | |
| Direct & indirect reports | Indirect Infrastructure Team | | |
| Key internal stakeholders | Infrastructure team, Business Partners, Programme Managers, Project Managers, Senior IT Leadership Team. | | |
| Key external stakeholders | Samworth Business Key stakeholders | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| * Deploy and support infrastructure solutions and services, and other computer, storage, networking, physical infrastructure, software, commercial-off-the-shelf software (COTS) and open-source packages and solutions. * Deploy and support virtual and cloud computing, including Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS). * Discuss information security and the security controls that can be used to mitigate security threats within solutions and services. * Understand the importance of adopting a modern standards approach. * Investigate problems in systems, processes and services, with an understanding of the level of a problem (for example, strategic, tactical or operational). * Effectively document all work using required standards, methods and tools, including prototyping tools where appropriate. * Working alongside the IT Operations teams and ensuring services are integrated, delivered and operated as required. * Work with and support third parties in providing infrastructure services. * Work with technical architects to translate architectural designs into operations. * Provide input into overall management - workforce, budget, technology roadmaps, projects and tasks. * Lead and direct infrastructure specialist teams in building, managing, supporting and maintaining solutions according to departmental policy (if taking a managerial path) in conjunction with the Infrastructure Manager. | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| **Qualifications**   * Bachelor's degree in Computer Science, Information Technology, or a related field. * Industry recognized certifications including VMWare, CompTIA, Microsoft, Cisco, CentOS preferred.   **Experience**   * Proven experience as a Cloud and Infrastructure Engineer or a similar role * Strong understanding and experience with infrastructure management including networks, servers, storage, and virtualisation technologies. * Demonstrate ability to take initiative, think and work independently, problem-solve, work in teams and multitask. * Strong, written and verbal communications skills with the ability to present ideas and technical solutions in user-friendly language. * Leading technical teams and IT operational departments in the implementation, administration and support of infrastructure solutions and services. * Good understanding of cyber security principles, best practices, and compliance standards.   **Skills/ Knowledge**   * Understanding of ITIL framework. * 3rd line IT Infrastructure experience in Microsoft Windows Server 2016 or later, and Microsoft Azure cloud technologies. * Experience in LAN / SD-WAN, WIFI, CASB, SASE, and networking skills, including packet capture, analysis and WAN topology setup and configuration and firewalls. * Strong Virtualisation experience in VMware, including vCenter which is essential. * Experience in administering Microsoft Active Directory; GPO, ADFS, Azure AD, etc. | | | |
| PERSONAL ATTRIBUTES & BEHAVIOURS | | | |
| * Strong leadership and communication skills, with the ability to collaborate effectively with cross-functional teams and stakeholders. * Flexible hands-on approach essential. * Self-Motivated achiever who can work on own as well a part of a team. * Logical and methodical approach. * Promotes a high level of service through a strong “One team” approach. * Eager to learn new technologies and take responsibility in technical projects. * Flexibility regarding working hours and locations. * Excellent problem-solving and troubleshooting skills, with the ability to analyse and resolve complex technical issues. * Take accountability for issues that occur and be proactive in searching for potential problems. | | | |
| **Competency** | **Descriptors** | | |
| Values People | *Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times.* | | |
| Customer Focus | *Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success* | | |
| Collaborative Team Working | *The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with PQP and Federalism.* | | |
| Flexibility & Adaptability | *The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs.* | | |
| Initiative & taking ownership | *Steps up to take on personal responsibility and accountability for tasks and actions in line with PQP and Federalism.* | | |
| Drive for Excellence | *Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement.* | | |
| Resource Management | *Effectively manages resources and cost drivers to achieve sustainable productivity and profitability.* | | |
| Technical Expertise | *Has the skills, knowledge and experience required to excel in own area of specialism and the willingness to further grow and develop.* | | |
| Self-Management | *Uses a combination of feedback and reflection to gain insight into personal strengths and weaknesses, so that own time, priorities and resources can be managed to achieve goals.* | | |