**Job Description**

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| **Job title:** | Infrastructure Engineer – Hyperconverged infrastructure |
| **Grade:** | P4 |
| **Division:** | Digital Services Group |
| **Reports to:**  ***(job title)*** | Head of Delivery |

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| **JOB PURPOSE** |
| To work alongside our small team of IT network and infrastructure engineers in supporting both internal and external projects.  As a senior grade engineer, you will be responsible for being the first point of escalation for the networks and infrastructure team with complex infrastructure incidents and technical requests.  The role will be involved in both existing and new deployments and involvement from Server Manufacturing Levels 4 and above. |
| **KEY DUTIES AND RESPONSIBILITIES** |
| * Work alongside internal and external users to ensure all hardware and associated software is configured appropriately and is fit for purpose. * Working closely with external vendors and own all planning phases and ensure a smooth onboarding of newly procured hardware is achieved. * Deploy hardware and cabling to high standards * Keep firmware and software versions up to date in line with the latest security threats. * Maintain obsolescence for hyperconverged infrastructure and associated hardware, software and licences, providing a roadmap for end of life replacements. * Configure Server hardware with a security first mindset * Experience of diagnosing complex IT Incidents at all layers of the OSI Model. * Demonstrable experience of working in a change control * Able to meet with both internal and external business representatives to discuss solution design. * Comply with Company policies and procedures (including the Business Management System); * Adhere to the MASS values. * This role will contain some elements of On Call depending on project requirements. |
| **COMPETENCIES** |
| **General Profile:**   * Requires specialised depth and/or breadth of knowledge in an area of work * Leads others to solve complex problems * Works independently, with guidance in only the most complex situations * May lead departmental teams or projects as required   **Job Functional Knowledge:**   * Requires specialised depth and/or breadth of expertise within own knowledge area or field   **Business Expertise:**   * Interprets MASS’s internal/external business challenges and recommends best practices to improve products, processes and services   **Leadership:**   * Leads projects with notable risk and complexity; develops the strategy for project execution   **Problem Solving:**   * Leads others to solve complex problems; uses sophisticated thought to exercise judgement and identify innovative solutions   **Impact:**   * Impacts the achievement of operational, project and service objectives; work is guided by divisional policies   **Interpersonal Skills:**   * Communicates difficult concepts and negotiates with others to adopt a different point of view |
| **QUALIFICATIONS / EXPERIENCE** |
| **Essential**:   * Installation and Support of Dell Vxrail and ESXi on new hardware including Dell EMC Storage Centre Roles and responsibilities * Perform planning activities for the VxRail solution to be implemented * Gather and document business requirements, assess technical capabilities and analyze findings to translate into the engineering of technology solutions * Create logical, physical design and architecture for all VMware-based server and virtual desktop solutions (ESXi / vCenter, Horizon, NSX-T, AppVolumes, Dynamic Environment Manager) * Strong working knowledge of vCenter, ESXi, CLI commands, ESXi updates/troubleshooting * Excellent verbal and written communication skills * Strong customer service and professional client facing-skills * Strong time management and organizational skills and ability to meet project deadlines * Understanding of networking concepts, LAN/WAN, DNS/DHCP, routing, switching and firewalls within the scope of the VMware technology stack. * Experience of working with the Microsoft Server operating systems   **Desirable**:   * Hands-on experience of configuring IP Routing and GRE tunnels * Experience of using automation technologies such as Ansible, Chef or Puppet * On-Premise Layer 3 Switching experience with vendor hardware such as Cisco, Dell, Aruba. * Understanding of Government Security Classifications * Working knowledge of the Jira Service Management ITSM tool * Dell Avamar Backup Software experience |

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**Declaration**

*“I have received, reviewed and fully understand the above job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described”:*

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| **Name:** |  |
| **Signature:** |  |
| **Date:** |  |