**Job Description**

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| **Job title:** | Infrastructure Engineer - Windows |
| **Grade:** | P3 |
| **Division:** | Digital Services Group |
| **Reports to:*****(job title)*** | IT Delivery Team Lead |

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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.The role will be a point of escalation for both internal and external users for infrastructure support issues, including the Microsoft Operating systems and underlying hardware technologies.The role will be involved in both existing and new deployments and involvement from Server Manufacturing Levels 4 and above. |
| **KEY DUTIES AND RESPONSIBILITIES** |
| * Demonstratable experience of installing Microsoft operating systems in
* Working closely with external vendors and own all planning phases and ensure a smooth onboarding of newly procured hardware is achieved.
* Experience of automated software deployment tools and Operating System patching processes
* Hardware installations and cabling to high standards
* Working with virtualisation technologies such as Hyper-V or VMWare
* Configure Server hardware with a security first mindset
* Experience of diagnosing IT Incidents and tickets at all layers of the OSI Model.
* Demonstrable experience of working in a change control environment
* PKI, Certificate Management and Multi-Factor authentication experience
* Support for Remote Desktop services solutions such as Citrix, VMWare Horizon or Microsoft RD Farms
* 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.
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| **COMPETENCIES** |
| **General Profile:*** Requires in-depth knowledge of principles and practices in an area of work and basic knowledge of other related areas
* Solves relatively complex problems
* Works independently receiving minimal guidance
* May lead projects or have accountability for on-going initiatives
* Acts as a resource for less experienced colleagues

**Job Functional Knowledge:*** Requires in-depth conceptual practical knowledge in own knowledge area and basic knowledge of related areas of work

**Business Expertise:*** Has knowledge of best practices and how own area integrates with others; is aware of MASS’s competition and the factors that differentiate them in the market

**Leadership:*** Acts as a resource for colleagues with less experience

**Problem Solving:*** Solves complex problems; exercises judgement on the analysis of multiple sources of information

**Impact:*** Impacts a range of operational, project and service activities within the team and other related teams; works within broad guidelines and policies

**Interpersonal Skills:*** Explains difficult or sensitive information; works to build consensus
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| **QUALIFICATIONS / EXPERIENCE** |
| **Essential:** * Experience with Server Architecture and hardware installations
* Experience with Windows Server, Network protocols such as TCP/IP, Backup Technologies
* Experience with Out of Band systems, Network Infrastructure, Virtualisation, VLANs, VPN and Wireless.
* Detailed Windows operating system exposure along with common Microsoft products such as Exchange, SQL Server.
* Deployment tool experience such as WSUS, SCCM, 3rd Party Patch management tools
* Performance monitoring tools using WMI, SNMP, API integrations.

**Desirable:** * Additional OS exposure such as Linux Operating system experience
* 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:** |  |