BISHOP GROSSETESTE UNIVERSITY LINCOLN

JOB DESCRIPTION

Title: Infrastructure Engineer

Grade: SPS Grade 6

Responsible to: Head of Infrastructure and Support

MAIN PURPOSE OF THE JOB

As a member of the IT team, you will administer, develop, maintain, and support the University's Digital Services and underpinning Technical Infrastructure. You will have technical responsibility across a wide range of IT & Network infrastructure, including but not limited to Microsoft 365 / Azure services, Active Directory, endpoint management, physical and virtual server infrastructure and cybersecurity tools. You will ensure that services are configured, documented, and maintained in a secure, compliant, and confidential way.

KEY TASKS

- To manage and administer the University's IT infrastructure, virtual and physical servers, and endpoint environments. Maintaining and supporting these services for maximum availability and capacity.
- To Develop the Universities Cyber Security capability, identifying improvements with our technology, processes and controls designed to protect our digital services, networks, devices, and data.
- Administration of the University's Active Directory environment.
- To proactively monitor performance and security logs for the University's digital services. To conduct relevant investigations and reviews and to make recommendations for improvements where necessary.
- To assist members of IT Services in the administration, maintenance, and support of the University's digital services. Including network infrastructure, servers, and user endpoints.
- To undertake occasional work outside of core business hours for essential service and system maintenance in line with the university core business.
- To maintain professional standards.
- To undertake any other duties as may reasonably be required, including administrative duties appropriate to the role.

PERFORMANCE MONITORING AND REVIEW

1.   To attend appropriate training and staff development sessions and participate in an annual appraisal process.

HEALTH & SAFETY

2.   To comply with the University's Health and Safety Policy, legislation, and practice.

GENERAL

3.   To maintain professional standards in relationships, including non-discriminatory practices.

4.   To operate within the guidelines, procedures, and regulations of the University.

5.   To operate within the University's Financial Regulations, Diversity and Equality Policy, Race Equality Policy, and other relevant University policies.

6.   To undertake any other duties as may reasonably be required.

Infrastructure Engineer – Employee Specification

		Essential	Desirable
Qualifications & Training	• HND/Degree in an IT-related subject, or equivalent inexperience. • Evidence of IT-related accreditation –i.e., VMWare / Microsoft / CISCO • Evidence of continuous professional development	E E E	
Specialist Knowledge	• In-depth knowledge of virtual environments such as VMWARE. • In-depth knowledge of MS Windows operating systems. • Knowledge of Windows servers and Active Directory domains. • Knowledge of network infrastructure, including Wi-Fi • Knowledge of other operating systems such as Linux • Knowledge of Cyber-Security principles • In-depth knowledge of switch/router/firewall configuration	E E E E E E	 D
Experience	• Minimum of 2 years' experience maintaining IT systems • Working as part of a helpdesk function • Experience in IT support within an FE or HE environment • Experience of a quality framework such as ITIL	E E	 D D
Skills and Attributes	• Ability to work in an organised and methodical manner with high attention to detail. • Ability to investigate, analyse and resolve problems. • Ability to work under pressure and to strict deadlines. • Ability to multi-task in a dynamic environment while ensuring on-time delivery. • Possess excellent customer service skills, communication, and interpersonal skills • Ability to liaise effectively with staff and learners • Ability to work effectively as a member of a team or independently as required • Prepared to work flexibly according to the needs of the service • A positive attitude to change • Contribute to the safeguarding agenda	E E E E E E E E E E	
Other	• Smart and presentable	E	