# Job Profile

Job Title: Senior Infrastructure Engineer

Directorate: Business & Finance Services

Reports To: Infrastructure Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 28/06/2022

## Overall Role Purpose

The Senior Infrastructure Engineer will support the IS Operations team in ensuring the organisation infrastructure is fit for purpose, meets customer expectations and service level agreements through proactive monitoring and maintenance of core infrastructure. The role will be required to lead and deliver project work streams and operational initiatives across multiple technical domains including network, cloud, server, storage and EUC.

## Key Responsibilities

* Maintain core IT infrastructure virtual servers, hosts and networks through the use of proactive monitoring and maintenance.
* Design, implements and supports infrastructure technologies, solutions and services including physical and cloud services (IaaS, SaaS etc.), storage and networking.
* Support and maintain DR and business continuity, ensuring all back up and DR infrastructure is maintained and tested.
* Support integration of systems and services with 3rd party platforms and service providers.
* Ensure systems and services maintain security and integrity through the use of best practice and industry standards. Identify gaps and risks, recommending improvement and remediation.
* Plan, support and deliver project workstreams and operational initiatives across infrastructure domains.
* Support and maintain services and solutions for the successful delivery of end user compute services including End Point Manager (Intune).
* Engage with 3rd party suppliers, business stake holders and Information Services teams as required
* Contribute to security audits and exercises including regular incident tabletop exercises with senior stake holders and technical teams.
* Act as a point of escalation for IS Operations teams.
* Collaborate with stakeholders, IS Teams and 3rd parties to ensure successful delivery of services into BAU.
* Undertake, report and manage regular audits including assets and security
* Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: 0

Number of Indirect Reports: 0

Number of Volunteers Supervised: None

### Financial Accountability

Annual Income Accountability: None

Assets Managed: IT Infrastructure

Budget Accountability: None

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* Relevant professional qualifications and/or membership of appropriate professional body.
* IT related certifications: CCNA, MCSE, MCP or demonstrable experience in a similar role.

## Job-Related Experience

#### Essential

* Proven and demonstratable experience at senior level in a medium to large organisation.
* Proven experience of managing and developing physical and cloud infrastructure solutions.
* Strong technical background in networking, cloud/hybrid infrastructure and end user computing.
* Experience in managing third-party supplier relationships.
* Experience with creating and maintaining policy and procedures.
* Experience of implementing and supporting the delivery of project workstreams within the areas of infrastructure technologies.

#### Desirable

* Subject matter expertise in core infrastructure i.e. cloud or networking.

## Knowledge

#### Essential

* In depth understanding of physical, cloud-based infrastructure and networking in a multi-site environment.
* Experience of virtualised Windows Server platforms and components i.e. Hyper-V, VMWare.
* In depth understanding of Active Directory, Azure AD, Identity and Access Management, account risk management and role-based access tools.
* Experience in deploying and managing network switches, WiFi, routers, firewall and network appliance security (Palo Alto, Cisco, Meraki).
* Experience of managing Microsoft 365 solutions including email, Teams, SharePoint and One Drive
* Experience of managing Microsoft Exchange and email messaging and internet hygiene including anti-spam and anti-phishing i.e. Mimecast, Zscaler.
* Experience of managing enterprise SAN i.e. 3PAR, Nimble
* Experience of enterprise back up solutions i.e. Veeam

#### Desirable

* Knowledge of Microsoft security tools, compliance and governance
* Experience of modern workplace management tools for delivering and the management of end user compute devices, patching and security updates i.e. SCCM, End Point Manager.

## Skills and Competencies

#### Essential

* Ability to remain flexible and remain calm in a highly pressured environment.
* Concise communication skills (written, informal/formal presentations).
* Confident communicator in building and maintaining relationships with third parties.
* Advanced IT skills including application of new technologies particularly in network, infrastructure and EUC security.
* Ability to troubleshoot complex issues and select appropriate solutions.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.