

TITLE: Group Cloud and Infrastructure Engineer

GRADE: Scale 10 plus Market Supplement

RESPONSIBLE TO: Group Technical Architect

RESPONSIBLE FOR: N/A

PURPOSE OF THE JOB:

To administrate, manage and support multi-site network systems to ensure a single cohesive network model is consistent across all the College's campuses to include but not limited to: wide area networks, security platforms, storage, backups and DR/BCP.

To provide support for all College systems to IT Services team members.

MAIN TASKS AND RESPONSIBILITIES:

1. In common with all other staff:

- 1.1 To support the College's mission, vision, values and strategic objectives.

- 1.2 To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.

- 1.3 To take responsibility for one's own professional development and participate in relevant internal and external activities.
- 1.4 To implement the College's safeguarding policies and practices.
- 1.5 To implement your health and safety responsibility in line with the College's Health and Safety policy.
- 1.6 To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.
- 1.7 To ensure that data is handled in line with the General Data Protection Regulations.

2. In common with all other support staff:

- 2.1 To participate in College-wide projects and tasks.
- 2.2 To work in other support services areas to meet the specific needs of workload peaks.
- 2.3 Such other duties of a similar nature commensurate with the grade as may be required from time to time. This may/will require working in other campuses of the College.

3. Particular to the post:

- 3.1 Deploy and manage multi-site VMWare VCenter estate, including VMWare Horizon VDI platform
- 3.2 Deploy and manage large scale campus networks. Juniper knowledge preferred
- 3.3 Active directory management of computers, servers, staff and student accounts at large scale
- 3.4 Administer, configure, and maintain Office 365/Azure/Entra hybrid environments
- 3.5 Implement and manage endpoint protection solutions within cloud environments
- 3.6 Optimize and automate cloud resources using PowerShell for efficient and cost-effective solutions
- 3.7 Merge and optimize multiple Entra tenancies and Active directory domains

- 3.8 Stay up-to-date with the latest security threats and deploy proactive measures to safeguard infrastructure
- 3.9 Ensure that on-premise, cloud infrastructure and services comply with industry security standards and regulations
- 3.10 Conduct regular security assessments and audits
- 3.11 Create and maintain comprehensive documentation and change control for infrastructure configurations, security measures, and troubleshooting procedures.
- 3.12 Co-ordination of infrastructure and support teams on multiple college campuses ensuring a single cohesive network model is implemented on all sites
- 3.13 The design, configuration, support and installation of Wide Area Networks to support all college campuses
- 3.14 The design, configuration, support and installation of security platforms across all college campuses ensuring safety and network security are maintained
- 3.15 The design, configuration, support and installation of Storage Area Networking technologies across all college campuses
- 3.16 Provide 3rd level support to all technologies installed on all college campuses including physical hardware, server software, desktop software deployment, desktop imaging, telephone systems, networking equipment and security infrastructure
- 3.17 Design and management of business data backup systems to ensure that all systems are successfully backed-up (servers, data, databases and applications stored on the network and off-site in a secure location via local tape and disk based backup technologies) and in the event of failure, to investigate reasons, resolve and to ensure failed processes are initiated at the earliest opportunity
- 3.18 Management of incident management process within defined SLA's as per business processes
- 3.19 Escalation and liaison with third party maintenance companies to ensure prompt resolution to either hardware failures or configuration changes
- 3.20 To develop existing systems by identifying, reviewing and recommending areas for change, upgrade or modification

- 3.21 Responsible for the compilation and periodic review of operational documentation for existing and new systems
- 3.22 To constantly update technical knowledge and skills by attending in-house and/or external courses, where provided, reading manuals and evaluating new applications
- 3.23 To cross train/deliver knowledge to Engineers where required
- 3.24 Responsible for ensuring that all work is undertaken strictly in accordance with college safety and security procedures
- 3.25 To perform manual lifting, where required, in the course of the role
- 3.26 Any other duties appropriate to IT as required by the Group Director IT Services.

4. Person Specification

4.1 Essential technical skills include:

- A command of networking fundamentals, predominantly Juniper
- Excellent understanding of current version of Windows, Active Directory,
- TCP/IP, DHCP, DNS, WINS, PXE and other standard network protocols and services
- An in-depth knowledge and advanced skills and experience in installing, configuring and troubleshooting of Windows servers, PCs and laptops in a 2019/2022 (or current) Server and Windows 7 / Windows 10 (or current) Desktop environment
- At least five years' experience of administering, maintaining and troubleshooting of Active Directory and MS Exchange Server
- At least 3 years' experience of using and troubleshooting multi-server and multi-site SCCM 2012 (or current) environments, to deploy and manage desktop operating systems and software

4.2 In-depth knowledge of current versions of:

- VMWare Horizon View
- VMWare vSphere
- VMWare vCenter
- SCCM
- JAMF
- Cisco & Juniper switches – configuring and installing
- IIS
- Exchange Activesync, OWA & OA
- Microsoft Exchange
- Microsoft SQL Server
- Microsoft Windows Server
- Office 365
- PaperCut
- WSUS
- Firewalls (Palo Alto)

- X509 Certification Services
- NPA & Radius Server
- Veeam Backup and Replication
- Ruckus Wireless
- Disaster Recovery and Business Continuity Protocols and Procedures
- Risk Analysis
- ITIL qualification preferred
- At least three years' experience of configuring and troubleshooting Juniper core switches, edge devices.
- Incident response and root cause analysis skills
- Experience in cloud infrastructure and security roles.
- Experience with security auditing tools, Nessus, PingCastle for security compliance and auditing
- Proficiency in PowerShell scripting for automation and configuration.
- Have experience of producing design/support documentation;
- Have excellent report/process writing skills;
- Be self-motivated but also work flexibly as part of a team;
- Work to and promote strict professional standards and have a high attention to detail;
- Be able to analyse a wide range of complex organisational circumstances and/or technical problems.
- Strong organisational skills, the ability to manage competing priorities, operate effectively under pressure and meet tight deadlines while working independently;
- Have excellent oral communication skills and the ability to apply these when dealing with technical and non-technical users of computer applications;
- An understanding of, and commitment to, the College's E&D and safeguarding policies and have practical ideas for their implementation through the duties of this post.

Additional Information:

Working Arrangements

A routine start and finish time between 08.00-18.00 is required and will be arranged directly with line manager.

All staff with Group responsibility are expected to work on all sites. Under exceptional circumstances e.g. alterations in the College's pattern of working/changes in pattern of demand, the hours of attendance may be varied after consultation with the member of staff concerned. The nature of the role may demand unplanned extended hours. Unless extensive, this will be reimbursed through TOIL in the first instance.

This job description will be reviewed annually to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.