Job Description
Infrastructure Engineer

Job Title:	**Infrastructure Engineer**	Job Code:	GLF/IT-ITL
Location:	GLF HQ	**Travel Required:**	On occasion to schools
Grade/Salary Range:	S9 £33,834 - £39,473	**Date posted:**	03.01.2019

Summary

You will be responsible for managing the backend infrastructure for the multi academy trust, as well as providing third line support as required. This is role requires strong planning and organisation skills. It is essential that you are adaptable, have excellent attention to detail, and can cope in stressful situations. A strong technical background and sound knowledge of current technologies is essential to be successful in this role.

Role

- Design, implementation and support of network infrastructure including firewalls, routers, servers, storage and switches
- Policy creation, management and documentation regarding remote user connectivity (VPNs, VPN tunnels, VPLS)
- Configuration/setup, maintenance and troubleshooting of servers
- Application and operating system tuning, troubleshooting, and maintenance
- Participation in infrastructure and capacity planning
- Installation of new Networking Equipment and Servers
- Recommendation and implementation of modifications to the server environment, including troubleshooting and replacement of faulty system hardware
- Performance of routine server updates/patching and software deployments
- Provision of solutions and working closely with service desk staff to support day to day activities
- Management of the Trust's systems such as PS Financials including updates and support requests
- Act as third line support to the team
- Coverage for absence of other team members as required
- Other duties as required

Experience

You will be expected to have the following experience to fulfil this role effectively:

- A minimum of two years' experience in a similar role
- Microsoft Windows Server 2008/2012/2016 – active directory, group policy, DHCP, DNS & ADFS
- Virtualisation technologies
- Excellent communication skills
- Good networking knowledge - Physical (HP, Cisco) and Virtual (VMware, HyperV)
- Excellent knowledge Exchange & Office 365
- Azure and other cloud solutions and deployments

- Firewall & switch management

Due to the nature of the role the following qualifications are desirable:

- Qualified at ITIL foundation level or above.
- Microsoft RDS Installation / Administration.
- Certifications in Microsoft / Cisco / Virtualisation (MCITP, MCSE, MCSA, MCTS, MCP, CCNA, CCNP, CCIE, VCP, CCA, CCE, CCP etc.)

Personal Attributes

- A good team player capable of delivering results when under pressure and to strict deadlines
- Ability to communicate effectively with customers and colleagues
- Quality and service focused
- Excellent problem solving ability and time management practices
- Ability to quickly understand and evaluate new technologies as required
- Good written and verbal communication skills
- Ability to manage and inspire a team
- A positive "can do" enthusiastic attitude towards addressing the technical needs of our customers

Other

- Working hours are 36 hours per week, 52 weeks a year.
- There is an expectation that additional hours may be required at short notice and out of hours
- Annual leave must be taken to suit the needs of the business with a maximum of 50% of the entitlement to be taken during term time (with prior agreement).
- Expected to travel so must have a full clean UK driving license and own vehicle (mileage allowance applicable)

Accountability

Accountable to the Technical Delivery Manager