

Role and person profile

Post title:	Senior Infrastructure Engineer	Location:	Manchester
Division:	Chief Operating Office	Department:	Technical Operations
Responsible to:	Infrastructure Manager	Responsible for:	n/a
Scale:	7	Cornerstone behaviours level:	Performer
Post no:	2845, 2846, 2847, 2848		

Purpose

To manage and maintain cost effective, robust and secure corporate computing and networking services to cost, quality and time criteria ensuring SLAs are adhered to.

Key accountabilities

1. Manage and maintain secure, robust and cost effective services including virtual and physical computing, storage and back up platforms as well as networks and communications systems. Ensure effective systems monitoring processes are in place to identify issues and ensure timely resolution and/or make proposals for improvements.
2. Carry out and/or facilitate service and systems maintenance to ensure effective delivery of service against agreed cost, quality and time criteria.
3. Take ownership of personal development activities and actively pursue cross skilling to enable flexible working between Network and Data Centre Engineers.
4. Engage in supplier management meetings and tasks to ensure effective business relationships are in place and monitored against SLAs and other performance criteria.
5. Identify and resolve problems and issues on existing systems, networks and platforms, fully document and contribute to analysis and review processes
6. Monitor, document and report systems capacity and usage and contribute to capacity management processes to ensure business needs are met.
7. Make effective and timely contribution to and implementation of solutions designs in conjunction with Project Teams and the Standards and Architecture Team.
8. Actively promote, contribute content to and support IT standards including Architecture and Security.
9. Proactively support reporting on SLAs, activity and outputs and make proposals to improve service efficiency as required.

General accountabilities

1. To comply with all AQA's policies and other legislative requirements, including but not limited to HSE, Equal Opportunities and ISMS.
2. Where business needs change, to undertake other responsibilities, which are of a commensurate level outside the terms of this role profile.

Person profile

Knowledge	Assessment
<p>High level of competence in all of the below:</p> <ul style="list-style-type: none"> o Mainstream computing, hardware (HP, Cisco) o Mainstream Microsoft operating systems o Microsoft Exchange o Microsoft Active Directory o Microsoft Azure o PowerShell o Virtualisation, both server and desktop (VMware & Citrix) <p>Good working knowledge of:</p> <ul style="list-style-type: none"> o General Networking o Storage (Nimble & HP MSA) o Storage connectivity (FC, iSCSI) <p>Desirable</p> <ul style="list-style-type: none"> o Backups (ARCserve) o Security (Qualys, Sophos) o Patching (SCCM) o Cisco IronPort (Web & Email) 	I/P
Broad understanding of the political, educational and business context within which AQA works	I/P
Understanding of programme and project management methodologies	I/P
Qualification	
Computing degree or equivalent level of business computing experience and/or Professional accreditation (BCS etc)	A/I
Relevant vendor accreditations – Microsoft, VMware, Citrix	A/I
Skills	
Logical thinker, able to diagnose and troubleshoot complex technical issues in a pressured environment.	I/P
Demonstrable ability to manage and troubleshoot data centre technologies and processes. Broad knowledge of mainstream network protocols	I/P
Commercial awareness, ensuring value for money principles are applied to own area of work	I/P
Proven ability to produce and maintain effective documentation	I/P
Expertise in resource management and risk management methodologies and processes	I/P
Good communications skills, able to engage with colleagues and customers at all levels, whether technical or otherwise.	I/P

Well developed, demonstrable planning ability	I/P
Persuades and influences both internally and in external networks	I/P
Resilient and able to work under pressure and in a fast-moving change environment	I/P
Leadership skills	
Ability to resolve problems and adapt to change.	I/P
Maintain constructive links with other teams and work collaboratively to deliver targets.	I/P
Receive feedback and learn from mistakes for continuous self-development.	I/P
Experience	
Experience of supplier/service management move to experience section	I/P
Demonstrable experience of a broad range of data centre technologies in a similar business environment	A/I
Experience in successfully delivering enterprise class computing and networking infrastructure including high availability and disaster recovery services	A/I
Experience of complex problem analysis and resolution in a high pressure environment	A/I
Extensive experience of managing enterprise backup tools, SAN technologies, blade servers and datacentre ancillary services and one of the following:- mainstream networking technologies and telecoms	A/I
AQA's Behaviour Framework which is assessed through the selection/probation process	
Assessment key (criteria to be assessed at the selection stage)	
A – application (it is essential to provide evidence on application for shortlisting purposes)	
I - interview	T – test (or work sample)
	P – probation