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| cid:image003.png@01D2932A.1F9825A0 | | | | | **ROLE PROFILE** | | |
| Senior Infrastructure Engineer - Security | | |
| **Reports to:** | Product Manager – Security Engineering | | | | | | |
| **Grade:** | Senior Professional / Technical | | | | | **Job Family:** | IT Engineering |
| **Leadership Responsibility:** | Direct Reports: | 0 | Indirect Reports: | 0 | | **Regulatory Information:** | Not Applicable |
| **Location:** | Binley, Coventry.  Team-led hybrid working arrangements apply. | | | | | **Working Hours**: | 35 |
| **ABOUT THE ROLE** | | | | | | | |
| Regarded as the Subject Matter Expert (SME) for Security Products and responsible for providing strategic expertise to ensure effective management of the technical and business Services for the Security tooling across the society. Accountable for the implementation, transition and ongoing support of the relevant solutions at CBS to meet business requirements and IT architectural strategy. Responsible for the creation, quality and governance of technical and standards documentation to maintain a stable and consistent environment. Provides a high level of technical knowledge to complete the troubleshooting and resolution to production incidents or problems to meet operational IT needs and ensures business as usual service is maintained to service and operational level agreements. The role also includes the provision of assistance to the Architecture, Development and Support teams to implement and support solutions into the CBS estate. Looks for improvement opportunities which involve coaching, mentoring, planning, supervising, supporting and training of team members. | | | | | | | |
| **ABOUT YOU** | | | | | | | |
| An authentic ‘servant-leader’ who takes responsibility for ensuring the team’s success ahead of your own needs. Intellectually curious; you encourage ideas and challenge. Taking a coaching approach, you empower others to make decisions that lead to great outcomes.  You’re passionate about ensuring the business delivers a great customer service and experience. Seeking to understand how decisions impact the end user and asking question to gain insight into the customer perspective and experience.  You create a culture of continuous improvement and learn from mistakes, using the experience to change how you and the team respond to similar situations in the future.  Highly self-aware and emotionally intelligent, you understand your impact on others and take time to understand all colleagues and help them to operate at their best. Always effectively adapting your behaviour to suit different situations.  With great resilience you maintain energy and enthusiasm and embrace situations positively. | | | | | | | |
| **REQUIREMENTS:** | | | | | | | |
| * A further education qualification (or equivalent), preferably in a computing subject with a minimum of 5 years of experience delivering and maintaining IT services and solutions to a mission critical environment. * Experience of Agile work practices and tooling (Service Now, Confluence/JIRA) * Knowledge of systems management procedures in a large commercial, mission-critical environment. * Capacity planning, performance tuning, proactive monitoring of solutions. * Change control, release procedures and tools. * ITIL based service management framework * Strong computer literacy, experience in using Microsoft Office products to create and manage documentation.   **ESSENTIAL SKILLS**   * Technical expertise in cyber security tools, to include at least one of the following: SIEM, EDR, SOAR, AV, CNAPP/CSPM, SAST/DASTs, WAFs, Firewalls, Vulnerability scanners, email gateways, web gateways.   **Other information**   * Available for out-of-hours support, on a rota basis. | | | | | | | |

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| **YOUR KEY RESPONSIBILITIES**. (Additional detailed performance objectives will be set by your manager) | |
| **General Profile** | * Provides authoritative, specialist infrastructure expertise to IT teams to deliver or contribute to the delivery and governance of Project lifecycle artefacts (Solutions overviews, P.I.D’s, Project briefs, Supplier reviews). Undertakes and documents the detailed Technical design of infrastructure solutions to meet Product objectives. Leads and reviews the production and maintenance of technical documentation and operational procedures as required. * Leads the design, build, configuration and implementation of the infrastructure required to meet Business Change or Infrastructure Upgrade projects within the timescales agreed with the Project Manager or Product Owner * Responsible for supporting the effective delivery and transition of solutions into IT Service. * Owns and co-ordinates multi-discipline troubleshooting in the resolution of an incident, including supporting other disciplines. Managing, undertaking and allocating problem tasks to improve the resilience of production services. This involves reviewing logs and diagnostic information to determine cause and using technical skills to assess impact and implement corrections. * Defines and undertakes complex technical tasks such as software upgrades, configuration, patching, maintaining scripts and configuring backups whilst meeting expected standards and agreed timescales. * Continually assesses ways of working in order to develop artifacts and processes. Demonstrates proven experience of delivering innovation in the short and long term, both inside and outside of the team and department. Strives for industry leading outcomes for members. Coaches other team members to continuously improve and innovate. * Defines the templates, standards and quality criteria for documents. Creates easy to follow, structured technical documentation to agreed standards that can be followed by colleagues with no additional support using CBS standard tools of MS Visio, MS Word and Confluence. |
| **People & Relationships** | * Works with management to define the culture and ethos of the team. Sets the bar for team by consistently exhibiting the right behaviours. * Supports the development of team members and other IT departments through mentoring, coaching and teaching. |
| **Governance, Risk & Controls** | * Manages the identified risks in their area developing the relevant KRIs. Raises waivers for risks that cannot be mitigated within a reasonable timeframe. Develops and documents mitigating actions for the identified risks. * Defines all policies and standards within specialist area. Maintains and ensures compliance to defined policies and standards. * Leads audits agreeing the scope, meeting with auditors and providing information. Responsible for developing and implementing actions plans arising from audit findings. |
| **Impact, Scale & Influence** | * Engages the external technology community and uses this learning to recommend new methodologies and technology. * Effective skills for communication within IT and other business areas at all levels. Effective communication skills to promote CBS externally. * Influences and persuades at all levels in IT and the wider CBS organisation. Makes strategic decisions that have an impact on IT and potentially the wider CBS organisation |
| **Decision Making / Problem Solving** | * Defines and runs small and medium size initiatives which may involve external third parties, including the completion of project and business as usual tasks and reporting progress to agreed methods. Manages exceptions using defined process. * Creates and continuously refines a backlog of tasks that are used as building blocks in the construction of complex tasks / deliverables. Defines the effort required for individual tasks. * Undertakes and reports a cost benefit analysis of solutions by using their technical knowledge to assess the component tasks and products and ensures that these benefits are realised by CBS * Defines the technical methods, procedures and standards for the collation of metrics to be fed into any capacity management repository. * Responsible for the creation and execution both simple and complex reports to generate the metrics when required to do so. |
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| **Comparable Roles** | Senior Infrastructure Engineer |