V2 19.06.2025

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| cid:image003.png@01D2932A.1F9825A0 | | | | | **ROLE PROFILE** | | |
| Senior Infrastructure Engineer – Network | | |
| **Reports to:** | Infrastructure Practice Manager | | | | | | |
| **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) and responsible for providing strategic expertise to ensure effective management of the technical and business Services for their specialist area. Accountable for the 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** | | | | | | | |
| We are looking for an ambitious self-driven technical SME to join our Infrastructure Practice in a senior role to help Coventry Building Society develop and run its technical infrastructure. We want you to bring a wealth of experience to help us deliver on our plans to support our technical transformation and deliver excellent Service to our member and colleagues.  This role will take a lead in the Service area, providing technical leadership, oversight of service performance for the team and being a point of escalation. You should be able to work in a high demand environment and have the personal resilience to thrive and motivate the team. | | | | | | | |
| **REQUIREMENTS:** | | | | | | | |
| * Network Architecture design supporting infrastructure and software design principles * Cisco switching and routing protocols to CCNA/CCNP * Cisco wireless networking * Cisco CATALYST, Nexus, and SAN switches * Checkpoint / Cisco ASA firewalls * F5 BigIP load balancing devices * F5 WAF administration * Cisco ISE, Prime, DCNM, APIC-EM toolsets * Cisco ACI networking * AWS/Azure * Solarwinds enterprise monitoring * Agile work practices * 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 of using the Microsoft Office products to create and manage documentation. * Proactive approach * Ability to work individually and within a team * Desire to developing and improving process * Willingness and aptitude for learn new systems and furthering knowledge   **Other essential information:**   * Available for out-of-hours support, on a rota basis. * Able to work under pressure. * Thorough, with a good attention to detail. * Deliver to agreed timescales. * Flexible approach to working hours to meet own objectives and assist colleagues in meeting their objectives. * Leadership skills | | | | | | | |

|  |  |
| --- | --- |
| **YOUR KEY RESPONSIBILITIES**. (Additional detailed performance objectives will be set by your manager) | |
| **General Profile** | * 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. * Provides authoritative, specialist infrastructure expertise to I.T 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 * 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** | * Manages all external stakeholders related to work being undertaken. * Plans own and team workload to facilitate regular on-time completion of tasks. * 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. * 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** | * Maximises effectiveness of self through a deep Knowledge of drivers, strengths, and areas for development. Seeks and is open to feedback from multiple sources. Holds self to account for personal development. Effectively adapts their behaviour to suit different situations. * Demonstrates level of technical competency through the attainment of the highest level of industry-recognised accreditation in own technical field. Applies learnt best industry practice to improve technical actions including implementation, configuration, security and problem solving tasks. * Creates and manages own development plan; using a detailed GAPS grid to highlight the areas of growth; which includes the attainment of the highest level of accreditation in own technical field. Supports others in the creation of their development plans and assesses their progression. |
| **Decision Making / Problem Solving** | * 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. * Defines and runs small and medium size initatives 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. * 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. * 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. |
|  | |
| **Comparable Roles** | Senior Software Engineer |