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| cid:image003.png@01D2932A.1F9825A0 | **ROLE PROFILE** |
| Infrastructure Engineer – End User Services |
| **Reports to:** | Practice Manager |
| **Grade:** | Professional / Technical | **Job Family:**  | IT Engineering |
| **Leadership Responsibility:** | Direct Reports: | n/a | Indirect Reports: | n/a | **Regulatory Information:**  | Not Applicable |
| **Location:** | Binley, Coventry.  Team-led hybrid working arrangements apply. | **Working Hours:** | 35 |
| **ABOUT THE ROLE**  |
| As an Infrastructure Engineer you’ll be responsible for the design, build and implementation of technical solutions that provide business value and deliver an ambitious and exciting roadmap. You’ll support the organisation through a digital transformation into a modern workplace, replacing our legacy estate with new and innovative technologies.You’ll own complex production incidents, collaborating with our wider technical teams as required to enable you to troubleshoot and resolve them effectively.You’ll be able to continually assess our ways of working to develop and improve our processes, which can improve our efficiency.You’ll be a role model within your team, providing a deeper level of technical knowledge to peers, and you’ll provide regular support and mentoring to junior members of the team.  |
| **ABOUT YOU**  |
| We’re looking for an experienced End User Engineer with demonstratable and broad expertise in your specialist area. Previous experience of supporting digital transformations, including but not limited to implementing M365 is highly desirable.You’ll be a motivated and engaged team member, working collaboratively with peers to achieve shared objectives, whilst being comfortable to work with a level of autonomy.You’ll have a willingness and aptitude for learning new systems and processes, and you’ll be proactive in driving your continuous development.Experience working with both Agile and Scrum would be desirable.  |
| **REQUIREMENTS:**  |
| Experience within the following technologies – * Windows Client Operating Systems (7, 10, 11 – coming soon)
* Microsoft Endpoint Configuration Manager (SCCM – Packages, Applications, Task Sequences etc)
* Web browsers – Microsoft Edge & Google Chrome
* Enterprise Site List
* PowerShell
* Microsoft Defender for Endpoint
* Symantec Client Anti-malware (Windows 7 only – retiring soon)
* Microsoft Endpoint Manager (inTune)
* Managed Print (Control Suite aka Equitrac)
* AWS Workspaces & VDI Solutions
* Client PAC File updates
* Active Directory
* Group Policy – Client only
* CheckPoint EndPoint - VPN for Win 7 & 10, Port Control & Encryption for Win 7 only
* Microsoft 365 Apps for Enterprise
* MS Teams
* Azure Active Directory Connect
* Mobile Email Services (BlackBerry UEM)
* Java client
* PCI client environment
* OneDrive (coming soon)
* SharePoint Online (coming soon)
* Exchange Online (coming soon)
* Azure MFA (coming soon)
* Mac & iOS management /Jamf (coming soon)
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| **YOUR KEY RESPONSIBILITIES**. (Additional detailed performance objectives will be set by your manager) |
| **General Profile** | Provides a deep level of technical knowledge responsible for designs, build, implementation of technical solutions to provide Business Value and IT Infrastructure roadmaps. Owns complex production incidents and problem, collaborating with other technical teams to troubleshoot and ensure a complete resolution. Co-ordinates initiatives to deliver service improvements allocating tasks to colleagues and ensuring completion of work to agreed quality criteria and timescales. Continually assesses ways of working in order to develop or revise artefacts and processes that improve team efficiency and effectiveness. A role model within the team who provides mentoring and coaching to peers and junior team members. |
| **People & Relationships** | * Demonstrates personal level of technical competency through the attainment of the intermediate 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.
* Supports the development of colleagues through knowledge sharing and promoting opportunities for ideas exchanges.
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| **Governance, Risk & Controls** | * 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. Ensures quality documentation created by junior team members meets quality criteria through assessments and checks.
* Responsible for effective governance of all deliverables produced, whilst working within the portfolio or platform team as well as providing guidance and support to Technical Services to ensure alignment to standards, policies and procedures. This includes providing sign-off for both peer and formal reviews of documentation and representation in relevant governance forums.
* Lead and review the production and maintenance of technical documentation and operational procedures as required.
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| **Impact, Scale & Influence** | * Continually assesses the current ways of working and develops new or revised artefacts and processes. Delivers innovations inside or outside the team. Coaches other team members to look for improvements.
* Contributes to the strategic direction and decision making of the team by providing technical expertise.
* To lead the design, build, configuration and implementation of the infrastructure required to meet Business Value or Infrastructure Upgrade portfolio within the timescales agreed with the Product Owner or stakeholder.
* Adopts an Agile mindset, Seeks and is open to feedback from multiple sources on personal development areas. Actively looks for in-role and external opportunities to develop own capabilities.
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| **Decision Making / Problem Solving**  | * Responsible for owning and independently troubleshooting and resolving complex product and infrastructure service incidents. This involves working with other teams to review logs and diagnostic information to determine root cause and uses personal technical skills to assess technical impacts and implements effective corrections.
* Takes ownership for problem resolution and constituent tasks, working with other teams to complete tasks which improve the resilience of product and infrastructure services.
* Contributes to the strategic direction and decision making of the team by providing technical expertise.
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| **Comparable Roles** | n/a |