



**ALLPAY LIMITED**

[Title]

<b>Owner</b>	HR Manager	<b>Date Created</b>	03.03.2015
<b>Classification Level</b>	Public	<b>Template Version</b>	General Form v1.4

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**1. JOB IDENTIFICATION**

**Job Title:** Infrastructure Engineer

**Responsible to:** Infrastructure Manager

**Department(s):** IT Operations

**2. JOB PURPOSE**

As an Infrastructure Engineer you will be responsible for helping develop an innovative, responsive, cost effective and workable IT platform for the business in an optimal and timely manner. Working towards meeting the business and service level objectives of providing a scalable, available, performing and supportable IT infrastructure services.

The Infrastructure Engineer role plays a pivotal role in the delivery of projects and programs of work driving the IT strategic change. A contributor to the design and implementation of the solution ensuring that IT systems meet the required high standards in the areas of non-functional requirements particularly availability, capacity, performance, security and Business Continuity Planning / Disaster Recovery.

**3. DIMENSIONS**

The IT Operations team as a whole are responsible for ensuring systems and business processes are working effectively to facilitate the millions of transactions worth over £7 billion pounds that are processed annually.

You will be part of a team of a team of Operational staff supporting over 350 internal customers, across multiple sites in Hereford, Ledbury, Cheltenham and London and up to 1000 different clients via external facing teams.



#### **4. ROLE OF DEPARTMENT**

The IT Operations team are responsible for providing and maintaining and running the IT Systems and IT infrastructure for the following areas:

- Products and services
- Back office software and systems
- The Office network and associated hardware, software and peripherals
- Telephone systems
- Communications
- Email and collaboration tools
- Data Backup
- Ensuring IT systems are secure and compliant to all applicable regulatory policies and standards
- Data Centre's

In addition, the IT Operations team are responsible for providing an IT Service to all internal and external customers both directly and indirectly by working with colleagues and a variety of internal departments.



## 5. KEY RESULT AREAS

To help produce appropriate infrastructure designs and technical specifications in-line with defined processes to support development of new and improved systems

Work closely on the design and implementation of solutions with Senior Infrastructure engineers and Technical & Solution Architects

Understand the technical linkage and integration between all internal and third party systems

Understanding and ability to use automation tools

To work within Agile teams to help deliver solutions into a live environments

Strong grasp of automation tools

Data Management skills

To work within Agile and Waterfall teams to build Architect-approved infrastructures and environments ready for release

Manage infrastructure into a live environment

Work closely and support Agile and Waterfall teams throughout project lifecycles / sprints, to ensure the recommended architecture is fit for purpose and deliverable into a live environment

Ensure that cross training, Run Books and diagrams are passed to the Service desk for 'day to day' Operations

Ensure all live and development / test IT systems meet the required processing, storage, security, capacity and performance needs in order to meet the current and evolving business requirements

To proactively create strong working relationships within IT and the business to continually look for ways to improve the support, service and quality of products and information provided from IT

To work closely with the Security and Compliance team and senior engineer to design and implement affective solutions

Maintain a strong customer focus ensuring regular communication and accurate reporting

Work closely with the rest of the team with issues to the live systems and where necessary take on the role of Incident Manager

Work with the team, where required to deal with Incidents, Problem, Known Incident and Change tickets

Ensure that all information is well documented and maintained

Ensure an appropriate level of due diligence is applied to all technology solutions deployed to ensure they meet the current and future needs of the allpay business

Forge strong relationships with key stakeholders

Maintains a strong customer focus in everything you do

Assist as required with maintenance of personal desktop machine and departmental servers and equipment.

Provide support to colleagues through mentoring and guide on best practice and continuous improvement.

Take pride in own work and that of the team

Take ownership and responsibility for accomplishing objectives

Conscientiously follows through on commitments and embed this behaviour across the team

Demonstrate resilience under demanding pressures and circumstances



## 6. ADDITIONAL KEY DUTIES

You will be expected to provide ad-hoc out of hours additional support during a major incident (Severity 1 or 2) where the business need demands it.

In business areas where regular issues will occur, you may be expected to form part of an out of hours rota system.

At the time of a major incident, you may be asked to perform an emergency job role away from your regular role. This will be led and managed by the incident manager at the time of the incident until such a time where the incident is deemed by the incident manager to be over. You will not be expected to do both duties during that time, however, the new role may be significantly different from your regular role.

*The post-holder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the post.*



## 7. KNOWLEDGE, TRAINING, EXPERIENCE & SKILLS REQUIRED TO DO THE JOB

### Leadership

Ability to solve problems and provide workable solutions or workarounds

Provide assistance to colleagues and junior members in designing, implementing, supporting and problem solving

Well-organised, detail-oriented and able to handle and effectively prioritise multiple tasks under pressure.

### Communication

Ability to use a wide range of written and verbal communication skills to communicate information from simple to highly complex and highly confidential

Ability to communicate messages of all types to all audiences in an appropriate and professional manner.

### Technical

Technical knowledge of the following areas: Server technologies (Dell server infrastructure, Virtualization technologies (Hyper-V & VMware ESX), Storage Area Networks, (Dell EqualLogic), network routing and load balancing technologies (Cisco, F5), IPAM & DNS, Active Directory, Traditional RDMS (MSSQL, MySQL)

Technical knowledge of current systems software, protocols and standards, including but not limited to: Windows Server/Active Directory, Virtualization, IIS/Apache, RAID, PowerShell, Microsoft System Centre, Unified Communications, IP Telephony, Cisco Networks, MPLS, IP/VPN, WAN Acceleration, Redhat Linux, and Video Conferencing

A strong customer focus with strong communication (verbal/written) and influencing skills, with an ability to manage internal and external relationships up to senior levels of management

An understanding of PCIDSS and ISO27001

Microsoft Certified, ITIL certification beneficial

Highly motivated individual that can achieve results without compromising quality

Positive and enthusiastic individual who can see difficult or complex problems as an exciting challenge and able to provide multiple solutions to meet a requirement

Capable of providing business cases and solutions that offer a balanced view between technical and business perspectives

Dynamic achiever that can make the impossible possible.

## 8. JOB DESCRIPTION AGREEMENT

**We confirm that this conveys a full and accurate description of the job as at 15 November 2017;**

Job Holder's Signature:

Date:

Manager of Department Signature:

Date:

Director of Department Signature:

Date: