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| Role Title  | Platform Engineering – Senior Infrastructure Engineer |
| Function & Dept. | SCC UK Digital |
| Career Growth Level | Collaborating & providing Technical Knowledge (E)  |
| CGP Descriptor  | Specialist team members with experience of specific fields, may have some involvement in amending and constructing processes to criteria. Technically or operationally knowledgeable in a defined field or, may have responsibility for key customer engagement activity |
| Team  | SCC UK Digital - Cloud |
| Reports to | Platform Engineering - Infrastructure Team Lead |
| Role Purpose  | The Senior Infrastructure Engineer is a key role within the Platform Engineering and Services function accountable for the Management and Maintenance of all Data centre services Infrastructure environments, management tooling and the Services delivered from them This role is responsible for delivering best in practice Infrastructure Lifecycle management and evolution of Technologies and services delivered from Infrastructure platforms. The Senior Engineer is expected to take a lead role in project delivery; working closely with Architects to develop and challenge designs and ensure projects are delivered to an agreed specification. |
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| Key Responsibilities  |
| 1. Building, maintaining and 4th line support for Platform Services.
2. Act as a point of escalation for other Platform Engineers.
3. Take a lead role in key Platform Projects, ensuring all project work is delivered to an agreed specification.
4. Ensuring platform services are maintained, upgraded and in a supportable state.
5. Work with the Infrastructure Architects to improve the infrastructure and assist in developing new services and capabilities.
6. Create and support automation capabilities for infrastructure services.
7. Ability to challenge technical experts in a reasoned and logical manner to explore all possible solutions.
8. To adhere to all company policies and processes as communicated by line management in accordance with corporate ISO accreditation levels.
9. Provide a courteous service and professional approach to both internal and external customers and to the delivery of allocated tasks as required.
10. To perform any other duties from time to time that may be required by your line manager.
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| Person Specification  |
| 1. Strong all-round infrastructure skills including a good working knowledge and experience of Virtualisation, Backup, Security, Networking, Monitoring and Storage Technologies.
2. Minimum 5yrs in-depth experience of the following technologies: VMware vSphere & vCloud Director, Veeam Backup and Replication, Zerto, Hyper-V & SCVMM & Logic Monitor
3. Good working knowledge of Azure & Entra, IBM Storage and Brocade FC SAN Switches
4. Experience of working with automation and orchestration toolsets.
5. Experience working with Cisco and Fortigate Firewalls.
6. Knowledge of IDS/IPS technologies.
7. Exposure to project management and service management industry best practises (PRINCE2, ITIL v3).
8. Proven experience of acting as a technical lead on large-scale infrastructure deployments.
9. Demonstrated ability to troubleshoot complex, technical, multi-site and multi-disciplinary problems and incidents.
10. Excellent communications skills, both oral and written.
11. Excellent documentation skills across technical, process and customer facing documentation
12. Strong organisation and time management skills
13. Ability to manage multiple priorities and meet deadlines
14. Adaptable and flexible in a fast-paced environment
15. Positive attitude and strong work ethic
16. Ability to collaborate effectively with cross-functional teams
17. Must be able to obtain the Government and/or Police Security levels required in order to meet the operational requirements of the role (no caveats) and as per the requirements stipulated in relevant customer contracts.
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| Key Competencies |  | Level  |
| 1. | Communication Skills  | 2 |
| 2 | Incident Management  | 1  |
| 3. | IT Infrastructure  | 2  |
| 4. | Planning & Organising  | 2  |
| 5. | Security Operations  | 2 |
| 6. | Systems Installation and Removal  | 2  |

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| Value Behaviours  |  | Level |
| 1. | Responsibility  | 1 |
| 2. | Passion  | 1 |
| 3. | Customer First  | 1 |
| 4. | Agility  | 1 |
| 5. | Family  | 1 |

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | November 2023  | Original  | HR  | November 2023  |