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| Role Title  | Tech Specialist – Scc Digital Uk Infrastructure |
| Function & Dept. | Cloud MS |
| Career Growth Level | Supporting & Co-ordinating (F)  |
| CGP Descriptor  | More complex roles which do not require significant specialist knowledge, but may work with confidential/ key information, are involved in process delivery, and may have some supervisory responsibilities |
| Team  | SCC Digital Uk Infrastructure |
| Reports to | Dave Hammerton |
| Role Purpose  | The role will be a Tech Specialist as part of Uk Infrastructure Team, the role will include resolving Incidents & Tasks raised by the customer through service now, planning and implementing changes to customer requirements, Liaising with TSMs, projects, and other parts of the business to carry out chargeable work for customers or other business areas. |
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| Key Responsibilities  |
| 1. Windows Server Administration: Manage and maintain Windows Server 2012 through 2019 environments, including installation, updates, and troubleshooting.
2. Active Directory & Domain Management: Configure, administer, and optimize Microsoft Active Directory, including group policies, domains, and trust relationships.
3. Virtualization: Deploy, manage, and maintain virtualized environments using Microsoft Hyper-V and VMware platforms.
4. Cloud Integration: Oversee Azure AD Connect, ensuring synchronization and hybrid identity setups between on-premises AD and Microsoft Entra (Azure AD).
5. Security & Compliance: Configure and enforce Conditional Access policies, manage endpoint security, and utilize Microsoft Security Centre for monitoring and threat prevention.
6. Exchange & Collaboration Tools: Administer Microsoft Exchange (on-premises, hybrid, and cloud), as well as M365 tools, including SharePoint, OneDrive, and Teams.
7. Application and Permissions Management: Ensure proper application management and permissions structures to support business needs.
8. Troubleshooting: Provide second and third-line support for IT systems, ensuring timely resolution of technical issues.
9. Documentation: Maintain thorough documentation of system configurations, changes, and standard operating procedures.
10. Ability to mentor, coach and support a small team of engineers to achieve team goals.
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| Person Specification  |
| 1. Relevant experience in IT systems administration or engineering roles within large MSPs.
2. Extensive expertise in Windows Server (2012–2019) and associated technologies.
3. Hands-on experience with a variety of virtualization platforms, including Hyper-V, VMware, Dell VxRail, and Azure Desktop.
4. Proficiency in Microsoft Azure Connect and Microsoft Entra.
5. Strong knowledge of Conditional Access, endpoint management, and security monitoring tools.
6. Familiarity with Microsoft Exchange (on-premises, hybrid, and M365) as well as collaboration platforms such as SharePoint and OneDrive.
7. Excellent problem-solving abilities and capacity to perform effectively under pressure.
8. Highly desirable certifications, including Microsoft Certified: Azure Administrator Associate, VMware Certified Professional (VCP), or similar qualifications.
9. Basic coaching / mentoring skills encompassing people and time management, effective communication, and mentoring/coaching of junior engineers.
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| Key Competencies |  | Level  |
| 1. | COMMUNICATION SKILLS | 1 |
| 2 | PLANNING AND ORGANISING  | 1 |
| 3. | INCIDENT MANAGEMENT | 1 |
| 4. | IT INFRASTRUCTURE | 1 |
| 5. | CONTINUOUS IMPROVEMENT | 1 |

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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  |
| 2.0 | March 2024  | Formatting of cells  | HR  | March 2024  |