

Job description and person specification

Please note this statement is for information only and does not form part of a contract. The responsibilities articulated are not exhaustive and we are committed to working practices that are flexible, collaborative, and inclusive.

Job title	Infrastructure Engineer	Location	Flexible: Chesterfield office, London office or homeworking
Contract type	Full Time, 35 hours per week	Contract length	Permanent
Date	April 2022		

Context

We are Versus Arthritis. We are fundraisers, programme managers, volunteers, administrators, editors, and accountants all doing everything we can to push back against arthritis. Together, we will continue to develop breakthrough treatments, campaign relentlessly for arthritis to be seen as a priority and support each other whenever we need it. Together, we are making real progress. But there is still a long way to go, and we will not stop until no-one must tolerate living with the pain, fatigue, and isolation of arthritis.

Versus Arthritis is committed to the use of modern technology to support our teams leading the fight against arthritis. We therefore require committed, enthusiastic and highly technically skilled individuals to support the wide use of technology tools across the organisation.

Main purpose of the role

Implementing, monitoring and maintaining Versus Arthritis network infrastructure.

To work with other members of the ICT team to ensure the security and availability LAN, WAN, VPN and associated services. To deliver ICT strategic projects.

To provide comprehensive ICT Service Desk support on infrastructure related support tickets.

Give excellent customer service to all users to ensure connectivity to allow the organisation to work flexibly and securely.

Management and key relationships

Roles managed

None

Reports to

ICT Operations Manager

Key Relationships

Internal:

- Infrastructure Engineer.
- Staff within the Infrastructure and Application Support teams.
- All staff requiring support.
- ICT Trainer.

External:

- Partners.
- Suppliers.

Main Responsibilities and Duties

- 1 To be the point of escalation for Infrastructure related support tickets, ensuring that support tickets are dealt with in a timely manner and escalated to management where appropriate. Always ensuring the relevant information is captured.
- 2 Implementation and maintenance of enterprise level ICT physical and virtual infrastructure including Servers and Storage Arrays.
- 3 Implementation and maintenance of Azure platform systems including SaaS, IaaS and PaaS solutions.
- 4 Management and maintenance of network topology including switches, wireless access points, virtual appliances, VPN and SIP telephony. Ensuring adherence to change control practises, documentation, standards and configuration backup processes.
- 5 Management and maintenance of security appliances and services including firewalls, anti-virus/malware/phishing and other security instruments.
- 6 Involvement as required in the delivery of key strategic projects and work streams, to enable the ICT team to achieve the strategic department objectives.
- 7 To assist in the maintenance of the ICT asset database to ensure equipment is tracked and accounted for as it moves around the organisation.

8	Contributing to the development of the service desk systems and procedures, ensuring that these are adhered to.
9	Supporting development of skills for Service Desk Technicians.
10	Ensuring high security including configuration of monitoring, alerting and investigations.
11	Deliver on high level ICT projects, training Service Delivery team technicians on new solutions, documentation and BAU transfer.
12	Maintaining high availability of all ICT systems.
13	Deliver projects to and within defined processes, best practices frameworks and participate in continuous improvement activity, to drive process improvement, elimination of waste, time savings and cost reductions.

Criminal Record Check

Requirement This role DOES NOT require a Criminal Record check

Person specification

Knowledge, skills, and experience: key requirements

Requirement	Evaluation Stage
1 Significant technical experience within an IT support environment with, or working towards, appropriate Microsoft Azure Certifications (for example; AZ103, AZ500) and ITIL Version 3 foundation qualification.	Application/ Interview
2 Significant technical experience of working in a network administration role, covering WAN, LAN and VPN technologies.	Application/ Interview
3 High level of knowledge of Windows Server operating systems including active directory, Group Policy, DHCP, DNS, DFS, Virtualisation (Hyper-V), Failover Clustering (Server 2008 R2 – Server 2019).	Application/ Interview
4 Significant experience of working with a wide variety of networking equipment, services, and tools.	Application/ Interview

5	Experience of planning and implementing network topology changes.	Application/ Interview
6	An excellent understanding of Windows Server and Microsoft networking tools and architecture, both on-premises and Azure VNETs.	Application/ Interview
7	Understanding and implementation of enterprise level systems and networking.	Application/ Interview
8	Excellent customer service evidencing the ability to communicate effectively with both technical and non-technical colleagues.	Application/ Interview
9	Demonstrable organisational and problem-solving skills involving others as appropriate.	Application/ Interview
10	Evidence of continual professional development within the ICT field.	Application/ Interview
11	Good Powershell/Scripting skills.	Application/ Interview

Desirable requirements

Requirement	Evaluation Stage
1 Experience with some, or all, of the following: <ul style="list-style-type: none"> • Sophos XG and Sophos Cloud. • Meraki network technologies. • IIS configuration. 	Application/ Interview
2 CCNA certification or equivalent experience.	Application/ Interview
3 Experience with SCCM and Intune	Application/ Interview
4 Experience with Microsoft Teams	Application/ Interview

Values and behaviours

Our values and behaviours framework underpins our daily working lives at Versus Arthritis. Its primarily for employees, volunteers and trustees and describes the expectations we have of each other, and our individual and collective commitment to the organisation.

Our values and behaviours directly support our brand identity and our customer experience principles. Even though the language may not be exactly the same, the principles and ideas are all consistent with our purpose and identity as Versus Arthritis.

- We value our contribution to a truly **inclusive** and **flexible** organisation, that prioritises people's **health and wellbeing**.
- We value **learning** to increase our impact for people affected by arthritis.
- We value being **accountable** for our actions and have **high expectations** of each other.
- We value **persevering** with challenges when we know **it's the right thing to do**.