



infrastructure engineer (end user computing)

reporting to – end user computing manager

working hours – full time is 35 hours a week. You'll agree your working pattern with your manager.

the purpose of your role

Supporting and improving our key IT systems.

Our infrastructure team makes sure all our behind the scenes IT systems are working effectively and are fit for purpose.

As an infrastructure developer, you'll specialise in a particular range of technology or systems, supporting and developing technology in your area, overseeing technical services that have a huge impact on our ability to deliver a great service for our customers.

You'll complete day-to-day support requests that have been escalated from the service desk and other colleagues in infrastructure. And you'll be using advanced technical knowledge to deliver development and project work to make sure the systems in your area are working effectively and has the capability needed for the future.

how we'll measure your success

- how well you understand our end-to-end infrastructure systems
- the changes and improvements you recommend for the systems in your area
- meeting your team's objectives
- working with the right attitude and being willing to learn
- completing development projects within agreed timescales
- delivery of your objectives, which you'll agree with your manager
- feedback from customers, colleagues, and your manager
- how you've built your knowledge to solve a range of technical problems and the appropriate help you've given your colleagues
- how you've lived our values and demonstrated the behaviours we expect of everyone working here every day

you're accountable for...

our customers - our people - our reach - our service

- being one of the "go to" people for anything related to the systems you're implementing, improving and supporting



- building strong relationships with other teams and users to identify and understand requirements and improvements that can be made
- taking and sharing ownership of new technical developments in your area
- owning the way escalated technical problems are dealt with
- liaising with third-party suppliers to sort out incidents and technical problems
- taking ownership of new system developments in your area – you’ll be delivering upgrades and improvements
- owning the writing and maintenance of technical documents for the technology and systems in your area – you’ll need to update these regularly in line with our agreed standards
- identifying areas of improvement in the technology in your area by analysing information and thinking about the impact for the customer – you’ll also be researching the latest relevant technologies and products in the market, helping senior colleagues make crucial decisions
- delivering upgrades and migrations of the systems in your area to our agreed standards and deadlines
- becoming our hands-on expert in the way technology services are put together in your area – from a support perspective – by working closely with your team and wider infrastructure designers
- liaising with other infrastructure teams and areas of the organisation to deliver projects

your experience includes...

- having strong experience working in a technical team where you’ve been resolving technical problems and delivering upgrades and improvements
- defining technical solutions to meet requirements, implementation and deep level support
- writing and maintaining design, installation and configuration documentation
- using your expert technical knowledge and advanced troubleshooting skills to effectively fix complicated technical problems
- working effectively as part of a busy technical team
- working in a similar-sized organisation, dealing with complex queries from a diverse user base
- having extensive knowledge of:
 - Citrix XenApp version 7.6 and above, including deep experience of implementation, management and supporting users
 - Citrix XenDesktop 7.x implementation and support
 - Citrix Provisioning Services version 6.0 and above
 - Citrix Storefront version 2.5 and above to help us access web servers
 - Microsoft SCCM 2012 configuration, support and administration, particularly on image and application management, patch deployments and reporting
- having experience of the following would be useful:



- maintaining Citrix Netscaler version 10.0 and above
- administering and supporting Citrix XenServer version 6.x and above
- building Microsoft Windows 7 machines and administering Microsoft Server 2008 and 2012
- some knowledge of managing Microsoft SQL Server 2005 and 2014
- some knowledge of AppSense technology and how it works with SCCM and Citrix
- End point solutions and their place within the stack
- implementing Microsoft Dynamics 365 or Office 365
- using data loss prevention (DLP) tools

we are the ombudsman ...

We use our professionalism, knowledge and experience to guide all our actions and decisions. This means we're proud to:

make fair decisions that *feel/fair*

- we listen to understand so we can get to the heart of a problem and show we care
- we take personal responsibility to get things done with practicality and efficiency
- we understand that all our actions and decisions need to make sense and be trusted

put people first

- we use our tone – which helps us look, feel and sound human, thoughtful and balanced – carefully and consistently in everything we do
- we recognise everyone's different and tailor how we work to take individual needs into account
- we want to know and care about the world around us, because it's vital we stay relevant and accessible

make things better

- we're proud and enthusiastic about making a positive difference through our work
- we have the knowledge and confidence to challenge things that don't feel fair
- we're flexible and resilient – adapting quickly to change and keeping up the momentum

provide value

- we understand the value of our knowledge and share it to help others as well as learn from our own experiences
- we value teamwork and the contributions others make, and together we improve things that aren't working as well as they could
- we have a budget and commitments to meet – so we care about the resources we use and the money we spend