



infrastructure engineer (telephony)

reporting to – network and telephony 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 department provides the foundation for all IT services and also delivers communication services for the organisation.

As an infrastructure engineer, you'll specialise in a particular range of technology or systems, supporting, designing and implementing 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 be using advanced technical knowledge to deliver improvement 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 or implement for the systems in your area
- meeting your team's objectives and your contribution to our commitments
- working with the right attitude and being willing to learn
- completing 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-parties to sort out incidents and technical problems
- taking ownership of new system developments in your area – you'll be delivering upgrades and improvements
- writing and maintaining 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 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 – by working closely with your team and wider infrastructure department.
- liaising with other infrastructure teams and areas of the organisation to deliver projects
- making sure we're delivering a fair and efficient service, that reflects the diversity of our customers and our people, through everything we do

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 – you'll have carried out implementation and detailed level support
- writing and maintaining design, installation and configuration documentation
- using your expert technical knowledge and advanced troubleshooting skills to resolve 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
- being accredited with the Cisco CCNP Collaboration or having equivalent experience – CCIE level would be highly desirable but not essential.
- having experience of upgrading, configuring and maintaining the IPFX v6 suite
- having experience of administering and maintaining Cisco Call Manager v10.5
- demonstrating knowledge and experience of implementing and administering contact centre systems is very desirable
- having experience of maintaining and configuring Cisco CUBE, SIP and ISDN voice gateways.



- demonstrating the ability to support unified messaging system like Jabber and Microsoft Skype for Business
- showing knowledge of scripting for a range of advanced tasks
- knowing how to support and maintain Verint Workforce Management and Tiger, our reporting tool, would be highly desirable – alongside an understanding of general Cisco switching and routing platforms.
- having an appreciation or understanding of wider networking technologies and network security concepts would be desirable

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



style guide

guide to the format and style

- **job title heading at the top – Metabook-Roman 14pt bold, custom colour R=0, G=20, B=80 (ask if you're not sure)**
- **all other headings – Metabook-Roman 12pt bold, same custom colour**
- **spacing after headings is “before – opt, after 6pt”**
- body text is all in Metabook-Roman 11pt, black
- use an existing, signed off job profile to help you with the formatting and spacing
- gaps between sections should be one line only, with no extra spacing
- spacing between bullet points is “before – opt, after – 3pt”
- line spacing for the whole document is “Multiple – At: 1.15”
- avoid a single bullet point or line of text at the top of a page – adjust the wording to fit
- in paragraph > spacing, untick “don't add space between paragraphs of the same style”, with whole document highlighted (Ctrl+A)
- start all bullets with lower case letters, and don't have full stops at the end of any bullets
- aim for three to four pages including all sections – combine similar bullet points and be mindful of repetition or “management speak”
- the footer (job title – month year) should appear on every page

guide to writing

- use the present participle (a word ending in “ing”) to start each bullet – except the “measures” section
 - use capital letters for proper nouns only – *eg* brand name software, countries *etc* – not for job titles
 - avoid including things that are covered in the “behaviours”
 - focus on the “what” not the “how” – except the “measures” section
 - aim for around 10-15 bullets in the “accountable” section – to give the reader a clear picture of the job
 - be mindful of employment legislation and don't include phrases like “having worked for two years as an XYZ”, or that someone needs to be “young” or “a recent graduate”
 - customers should always come first – keep the focus on what it means for customers
- infrastructure engineer (telephony) – June 2018

- refer to our [house style](#) for more information
- and ensure your writing is in keeping with our latest language – Caroline Wayman’s weekly videos are a great place to keep up to date with the way we’re talking about things



Financial
Ombudsman
Service