ROLE PROFILE

Infrastructure Engineer - Network

Reports to:	Practice Manager				
Grade:	Professional / Technical			**Job Family:**	IT Engineering
Leadership Responsibility:	Direct Reports:	0	Indirect Reports: 0	**Regulatory Information:**	Not Applicable
Location:	Binley, Coventry. Team-led hybrid working arrangements apply.			**Working hours:**	35
Effective Date:	V2 07/11/2023			**WD Job Code:**	JC_0524

ABOUT THE ROLE

As an Infrastructure Engineer you will provide a deep level of technical knowledge, responsible for designs, build, implementation of technical solutions to provide Business Value and IT Infrastructure roadmaps. Owns complex production incidents and problems, collaborating with other technical teams to troubleshoot and ensure a complete resolution. Co-ordinate initiatives to deliver service improvements allocating tasks to colleagues and ensuring completion of work to agreed quality criteria and timescales. Continually assesses ways of working within the team in order to develop or revise artefacts and processes that improve team efficiency and effectiveness. A role model within the team who provides mentoring and coaching to their peers.

ABOUT YOU

- A willingness to learn, a desire to embrace new technology and is open to a challenge.
- Be able to deliver clear and logical documentation for team members, other teams and end users to follow.
- Able to work under pressure.
- Thorough, with a good attention to detail.
- Deliver to agreed timescales.
- Flexible approach to working hours to meet own objectives and assist colleagues in meeting their objectives.
- Available for out-of-hours support, on a rota basis.

REQUIREMENTS:

Demonstrable broad expertise in their technical discipline with considerable depth in chosen specialist areas. Professional technical certification or similar would be desirable. Essential experience of working in a complex, pressurised production environment. Working in Agile\DevNet\Safe models would be an advantage. Financial services experience would be desirable. Experience of using the Microsoft Office products to create and manage documentation.

Demonstrable level of knowledge in the technology areas listed below.

KEY SKILLS

- Willingness and aptitude for learning new systems and gaining furthering knowledge
- ServiceNow
- JIRA
- Ansible
- Terraform
- SAFe Agile
- Competent level of technical documentation knowledge
- Competent network and firewall audit knowledge
- Competent network troubleshooting experience
- Experience in change, risk and incident management
- Network Architecture design supporting infrastructure and software design principles
- Cisco switching and routing protocols to CCNA/CCNP

- Cisco wireless networking
- Cisco CATALYST, Nexus, and SAN switches
- Checkpoint / Cisco ASA firewalls
- Cisco ISE, Prime, DCNM, APIC-EM toolsets
- AWS/Azure
- Experience in MPLS
- Solarwinds enterprise monitoring
- Ability to work individually and within a team
- ITIL

DESIRABLE SKILLS

- F5 BigIP load balancing devices
- F5 WAF administration
- Cisco ACI networking
- SD Wan experience
- Palo Alto
- AWS Network, Firewall and Load Balancing Knowledge

YOUR KEY RESPONSIBILITIES. (Additional detailed performance objectives will be set by your manager)	
General Profile	• Responsible for owning and independently troubleshooting and resolving complex product and infrastructure service incidents. This involves working with other teams to review logs and diagnostic information to determine root cause and uses personal technical skills to assess technical impacts and implements effective corrections. • Takes ownership for problem resolution and constituent tasks, working with other teams to complete tasks which improve the resilience of product and infrastructure services. • Continually assesses the current ways of working and develops new or revised artefacts and processes. Delivers innovations inside or outside the team. Coaches other team members to look for improvements • Contributes to the strategic direction and decision making of the team by providing technical expertise • Creates easy to follow, structured technical documentation to agreed standards that can be followed by colleagues with no additional support using CBS standard tools of MS Visio, MS Word and Confluence. Ensures quality documentation created by junior team members meets quality criteria through assessments and checks. • Adopts an Agile mindset, Seeks and is open to feedback from multiple sources on personal development areas. Actively looks for in-role and external opportunities to develop own capabilities. • Demonstrates personal level of technical competency through the attainment of the intermediate level of industry-recognised accreditation in own technical field. Applies learnt best industry practice to improve technical actions including implementation, configuration, security and problem solving tasks. • Creates and maintains personal development plan using a detailed GAPS grid to highlight the areas of growth. Creates a simple report and plan using CBS tools showing progress within the development schedule.
People & Relationships	• Effective skills for communication within team at all levels. Contributes to Learning and Working Styles assessments and creating Visual and Written technical documents. Presentation skills are required to pass information to peers. • Effective team player who provides support and guidance to peers and junior team members. Uses face-to-face and written mentoring capabilities. • Work undertaken with minimal impact on product estate to agreed timescales and within submitted change window. All resources understand their tasks and complete to agreed timescales and quality criteria.

Governance, Risk & Controls	• Plans technical delivery for business value or significant pieces of business as usual work with low numbers of resources and internal IT stakeholders. Breaking down detail tasks and estimates, mitigates risks and minimizes disruption and downtime. • Responsible for effective governance of all deliverables produced, whilst working within the portfolio or platform team as well as providing guidance and support to Technical Services to ensure alignment to standards, policies and procedures. This includes providing sign-off for both peer and formal reviews of documentation and representation in relevant governance forums. Ensuring that risks identified are reported and escalated appropriately and managed to resolution. • Creates backlog items and agendas for internal technical meetings. Runs the retrospectives, sprint reviews, demos, refinement sessions, ensures collaboration across team and that all actions are allocated appropriately and follows up on actions until completed. • To lead the design, build, configuration and implementation of the infrastructure required to meet Business Value or Infrastructure Upgrade portfolio within the timescales agreed with the Product Owner or stakeholder. • Lead and review the production and maintenance of technical documentation and operational procedures as required.
Impact, Scale & Influence	• Utilising feedback from Product Owners, scrum masters and relevant stakeholders to continually improve the services offered. • Engages the external technology community and uses this learning to recommend new methodologies and technology. • Influences and persuades peers and junior team members. • Supports the development of colleagues through knowledge sharing and promoting opportunities for ideas exchanges
Decision Making / Problem Solving	• Undertake technical tasks such as complex configuration whilst meeting expected standards and agreed timescales without supervision. • Proactively looks for areas of improvements in procedures/methods of working using technical knowledge to assess each step of the processes and confirm that they are the optimal way to complete the task.
Comparable Roles	N/A