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| cid:image003.png@01D2932A.1F9825A0 | | | | | **ROLE PROFILE** | | |
| Infrastructure Engineer - Cloud | | |
| **Reports to:** | Practice Manager – Cloud & Middleware | | | | | | |
| **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 |
| **ABOUT THE ROLE** | | | | | | | |
| The Cloud Infrastructure Engineer will join an already established team within CBS, provide a level of technical knowledge to undertake the troubleshooting and resolution to production incidents or problems independently and escalate to Senior Infrastructure Engineers if required. Also implements agreed system enhancements with the Cloud Infrastructure. Completes tasks to agreed levels of quality, within stated timescales with no supervision. Looks for improvement opportunities within the team and its processes/procedures. An effective team member who provides support and guidance to peers and other team members. Contributes to team efficiency through the creation of accurate technical documentation.   * Responsible for independently troubleshooting and resolving all product and infrastructure service incidents * Undertake technical tasks such as maintaining scripts, automated code, reviewing logs, assisting build and configuration activity and maintaining the technical estate. * Effectively prioritise tasks to ensure high priority activities are completed first * Supporting change and implementation where appropriate technical competence has been reached and maintaining an enterprise view. | | | | | | | |
| **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 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, including being part of a callout rota to meet own objectives and assist colleagues in meeting their objectives. | | | | | | | |
| **REQUIREMENTS:** | | | | | | | |
| Demonstrable expertise in their chosen technical discipline. Essential Financial services experience would be desirable.  Essential skills   * Solid experience of core Amazon infrastructure including EC2, S3, ELB’s, Auto scaling, Lambda, RDS, VPC’s, Security Groups, IAM, Cloud Formation or equivalent Azure * Solid understanding of Amazon availability zones, regions and HA strategies or equivalent Azure * In-depth understanding of cloud based architectures, specifically AWS or Azure. * Previous experience as a Network\Linux\DBA\Windows system administrator building & supporting enterprise computing platforms and systems (or equivalent) * Previous experience of supporting virtualization technologies (or equivalent) * Scripting/automation skills, particularly Terraform, PowerShell, BASH * In-depth understanding of cloud networking security concepts, such as IP subnets, security groups, NACLs, routing, firewalls. * Experience of working in a complex, pressurised production environment.   Desirable skills   * Working knowledge of physical to virtual migrations into AWS or Azure. * Monitoring and Dashboard creation within the AWS / Azure. * Familiarity with the concept of infrastructure/software development paths such as AGILE and LEAN * Certified in AWS/Azure * AWS & Security Architecture * AWS AMI Creation * Monitoring tools such as Solarwinds and AppDynamics * Knowledge of Enterprise level database solutions, such as Oracle and MS-SQL * Demonstrable experience in a Financial Services environment | | | | | | | |

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| **YOUR KEY RESPONSIBILITIES**. (Additional detailed performance objectives will be set by your manager) | |
| **General Profile** | * Responsible for independently troubleshooting and resolving product and infrastructure service incidents. Undertaking allocated problem tasks to improve the resilience of all services. This involves reviewing logs and diagnostic information to determine cause and using technical skills to assess impact and implement corrections. * 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. * Continually looking for work based and non-work based opportunities for self-development by understanding the current and future requirements of each role profile that will enable progression to the next level. * Creates development plan with support of Manager 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. * Looks to demonstrate level of technical competency through the attainment of the lowest 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. * Undertakes tasks to deliver the build, configuration and implementation of the infrastructure required to meet Product development or Infrastructure Upgrade backlog within the timescales agreed with the relevant stakeholders. |
| **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. |
| **Governance, Risk & Controls** | * Effectively prioritises tasks to ensure high priority activities are completed first. * Escalates to appropriate level of stakeholder any resource conflicts or deviations to plan as soon as they are identified and pro-actively works to overcome them. * Attends meetings providing specialist technical information and taking actions, where required, which are completed in agreed timescales. * Responsible for supporting the capacity planning process by creating and executing both simple and complex reports to generate the metrics required on a timely basis using defined procedures. Maintains the associated procedures/methods. * Understands cost implications of actions and proposed solutions by using their technical knowledge to assess the component tasks and products, providing a simple report of exceptional costs. |
| **Impact, Scale & Influence** | * 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. * Influences and persuades peers and junior team members. |
| **Decision Making / Problem Solving** | * Undertake technical tasks such as patching, maintaining scripts, automated code, reviewing logs, assisting build and configuration activity and maintaining the technical estate. * 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. |
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| **Comparable Roles** | N/A |