	ROLE PROFILE
COVENTRY Building Society	Senior Infrastructure Engineer

Reports to:	Practice Manager				
Grade:	Senior Professional / Technical		**Job Family:**	IT Engineering	
Leadership Responsibility:	Direct Reports:	n/a	Indirect Reports:	n/a	**Regulatory Information:**	Not Applicable
Location:	Binley, Coventry. Team-led hybrid working arrangements apply.		**Working Hours:**	35	

ABOUT THE ROLE

You'll be regarded as the Subject Matter Expert (SME), and responsible for providing strategic expertise to ensure effective management of the technical and business services for your specialist area.

You'll be accountable for the transition and ongoing support of the relevant solutions at CBS to meet business requirements and IT architectural strategy.

You'll be responsible for the creation, quality, and governance of technical and standards documentation to maintain a stable and consistent environment.

You'll provide a high level of technical knowledge to complete the troubleshooting of and resolution to production incidents or problems to meet our operational IT needs and ensure business as usual services are maintained within agreed SLA's.

The role also includes the provision of assistance to the Architecture, Development, and Support teams, to implement and support solutions into the CBS estate. You'll look for improvement opportunities which will involve coaching, mentoring, planning, supervising, supporting, and training of your team members.

ABOUT YOU

You'll have knowledge of systems management procedures in a large commercial and mission-critical environment. You'll be familiar with the ITIL based service management framework and change control, release procedures and tools. You'll be able to demonstrate capacity planning, performance tuning and proactive monitoring of solutions.

You'll have a proactive approach, with a desire to developing and improving processes, and a willingness and aptitude to learn new systems and further your knowledge. You'll stay up to date with immerging and relevant technologies and will often work with Architecture teams to define roadmaps and engineering strategies.

You'll be able to work under broad direction and exercise substantial personal responsibility.

You'll have the ability to work in a fast past and changing environment, whilst being thorough, with good attention to detail and delivering to agreed timescales. You'll be able to articulate technical knowledge into easy-to-understand terms for all stakeholders.

You'll be flexible in your approach to working hours to meet your own objectives and assist colleagues in meeting their objectives.

We'll require you to be available for out-of-hours support, on a rota basis.

REQUIREMENTS:

Below are the original role profile requirements. Please add and amend as necessary to suit your role.

- Agile work practices
- Service Now
- Confluence\Jira
- Knowledge of systems management procedures in a large commercial, mission-critical environment.
- Capacity planning, performance tuning, proactive monitoring of solutions.
- Change control, release procedures and tools.
- ITIL based service management framework
- Strong computer literacy
- Experience of using the Microsoft Office products to create and manage documentation.
- Proactive approach
- Ability to work individually and within a team
- Desire to developing and improving process

- Willingness and aptitude for learn new systems and furthering knowledge

Must be able to demonstrate knowledge in the areas below

Demonstrable expertise in their chosen technical discipline. Essential experience of working in a complex, pressurised production environment. Financial services experience would be desirable.

Essential skills
- Agile
- ServiceNow
- *Technical Skills will be detailed in the Appendix*

Desirable skills
- ITIL v4
- Devops
- JIRA
- Ansible

YOUR KEY RESPONSIBILITIES. (Additional detailed performance objectives will be set by your manager)	
General Profile	Regarded as the Subject Matter Expert (SME) and responsible for providing strategic expertise to ensure effective management of the technical and business Services for their specialist area. Accountable for the transition and ongoing support of the relevant solutions at CBS to meet business requirements and IT architectural strategy. Responsible for the creation, quality and governance of technical and standards documentation to maintain a stable and consistent environment. Provides a high level of technical knowledge to complete the troubleshooting and resolution to production incidents or problems to meet operational IT needs and ensures business as usual service is maintained to service and operational level agreements. The role also includes the provision of assistance to the Architecture, Development and Support teams to implement and support solutions into the CBS estate. Looks for improvement opportunities which involve coaching, mentoring, planning, supervising, supporting and training of team members. Demonstrates having an Agile mindset and influences the Agile maturity of their team/portfolio, supporting and facilitating ceremonies with the Scrum Master and Product Owner.
People & Relationships	- Engages the external technology community and uses this learning to recommend new methodologies and technology. - Effective skills for communication within IT and other business areas at all levels. Effective communication skills to promote CBS externally. - Influences and persuades at all levels in IT and the wider CBS organisation. Makes strategic decisions that have an impact on IT and potentially the wider CBS organisation. - Works with management to define the culture and ethos of the team. Sets the bar for team by consistently exhibiting the right behaviours. - Supports the development of team members and other IT departments through mentoring, coaching, and teaching. - Manages all external stakeholders related to work being undertaken.
Governance, Risk & Controls	- Defines all policies and standards within specialist area. Maintains and ensures compliance to defined policies and standards. - Defines the templates, standards, and quality criteria for documents. 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. - Responsible for developing and implementing actions plans arising from audit findings. - Develops and documents mitigating actions for the identified risks. - Ensures identified risks are highlighted and escalated as required.

Impact, Scale & Influence	- Maximises effectiveness of self through a deep knowledge of drivers, strengths, and areas for development. Seeks and is open to feedback from multiple sources. Holds self to account for personal development. Effectively adapts their behaviour to suit different situations. - Demonstrates level of technical competency through the attainment of the highest 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 and reports a cost benefit analysis of solutions by using their technical knowledge to assess the component tasks and products and ensures that these benefits are realised by CBS. - Demonstrates and supports the Agile maturity within team and portfolio, working with Scrum Masters and Product Owners to create a high performing team. - Continually assesses ways of working in order to develop artifacts and processes. Demonstrates proven experience of delivering innovation in the short and long term, both inside and outside of the team and department. Strives for industry leading outcomes for members. Coaches other team members to continuously improve and innovate. - Provides authoritative, specialist infrastructure expertise to I.T teams to deliver or contribute to the delivery and governance of Project lifecycle artefacts. Undertakes and documents the detailed technical design of infrastructure solutions to meet Product objectives. Leads and reviews the production and maintenance of technical documentation and operational procedures as required.
Decision Making / Problem Solving	- Leads the design, build, configuration, and implementation of the infrastructure required to meet delivery objectives within the timescales agreed with the Portfolio and team. - Owns and co-ordinates multi-discipline troubleshooting in the resolution of an incident, including supporting other disciplines. Managing, undertaking, and allocating problem tasks to improve the resilience of production services. This involves reviewing logs and diagnostic information to determine cause and using technical skills to assess impact and implement corrections. - Responsible for supporting the effective delivery and transition of solutions into IT Service. - Defines and undertakes complex technical tasks such as software upgrades, configuration, patching, maintaining scripts and configuring backups whilst meeting expected standards and agreed timescales. - Supports the planning of own and team workload to facilitate regular on-time completion of tasks. - Creates and continuously refines a backlog of tasks that are used as building blocks in the construction of complex tasks / deliverables. Defines the effort required for individual tasks.
Comparable Roles	n/a