Job description

Job title: Infrastructure Engineer
Level: Manchester IT Level 3a
Directorate: Resources and Quality Assurance
Section: Information Systems
Location: Manchester
Reporting to: Infrastructure Operations Manager

Job purpose

Provide detailed 3rd level technical support and management to a highly available infrastructure estate across 8 UK sites. Work with colleagues to respond to incidents, problems and change requests ensuring compliance with SLAs, best practice, regulatory and legislative requirements. Alongside this, provide technical input into various IS led projects to develop and enhance the infrastructure.

The infrastructure team’s purpose is to deliver high quality infrastructure products and services. Keep these services highly available and secure for all of our customers, whilst continually improving ourselves and the way we work to maintain excellence.

Main responsibilities

Operations and projects

1 Provide 3rd level support for our Microsoft, Vmware and Cisco based infrastructure.

2 Work with cloud based suppliers who host systems that are entirely remote or heavily integrated with our own internal infrastructure.

3 Diagnose technical incidents and identify the root cause of problems. Recommend and implement temporary workarounds for known errors whilst working towards long term fixes that prevent the reoccurrence of issues.

4 Remain up to date with knowledge surrounding the latest industry developments.
Work with the change control process to review, test and implement standard, normal and emergency changes.

Be a technical escalation point and subject matter expert for IS services and applications.

Monitor and respond to alerts and events from the system management toolset.

Complete daily, weekly, monthly, quarterly and ad hoc tasks to ensure the infrastructure operates effectively and efficiently.

Be a technical lead on various IS and business projects. This involves working closely with project managers, other technical staff and third party suppliers to input into, and lead on project tasks.

Produce, continually improve and maintain technical documentation for use within the department to ensure the effective use and management of systems.

It is essential to note that the work of the post holder will have a direct impact upon critical and high profile, internal and external, GMC provided services.

Performance management

Participate in and manage technical operational handovers from pipeline to production environments.

Use event management processes to continually monitor capacity and performance of the infrastructure and take any remedial actions as necessary. Always highlight where changes and improvements could be made.

Maintain an accurate inventory of the GMC’s infrastructure.

Relationship management

Represent the GMC at meetings.

Attend internal meetings, contribute positively and represent yourself and the IS Section in a professional manner.

Present technical and non-technical information to colleagues and business stakeholders.

Manage 3rd party suppliers effectively to ensure positive outcomes for the GMC.
Other responsibilities

19 Work using an approach which supports continuous service improvement of IS services.

20 Always work and behave in a way which is consistent with and demonstrates the GMC’s values and competencies.

21 Undertake other reasonable duties as you may be assigned from time to time.

22 Provide cover for colleagues in the directorate as required.

23 Participate in staff training as required.

24 Participate in the out of hours support rota.

25 Maintain confidentiality of data at all times and follow Data Protection guidance and GMC and departmental policies and procedures.

September 2019
Key skills

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Key skill 1 – technical knowledge and skills

a. Possess strong technical knowledge, based on significant hands-on experience in an IT environment, where a wide range of BAU and project activities take place.

b. Possess a good understanding of network architectures and topologies and the techniques needed to support infrastructure solutions in enterprise environments.

c. Possess a good understanding and detailed knowledge of server and network configurations along with the techniques needed to support infrastructure solutions in enterprise environments.

d. Possess a good understanding of cloud network architectures, topologies and the techniques needed to support cloud and hybrid based infrastructure solutions in enterprise environments.

e. Have a good awareness of and be able to work within information security and confidentiality legislation.

f. Possess an excellent understanding of ITIL, including service operation and service transition.

g. A good working knowledge of supporting and troubleshooting current technologies, including some of the following:
   ■ Cisco Local Area Networks
   ■ Microsoft Windows Server 2008/2012
   ■ Microsoft Networking (Active Directory, DNS, etc.)
- Microsoft Exchange Server 2010 and Outlook 2010
- Microsoft Lync 2013
- HP server hardware
- VMware 6
- Web technologies
- Anti-Virus
- Backup systems
- Automation
- Storage Area Network Experience
- Palo Alto technologies
- Scripting and automation
- Hybrid Infrastructure environments
- Azure Compute, Storage and Networking
- Azure AD Connect
- O365 and Exchange Online Administration

**Desirable technical qualifications:**
- Microsoft certified
- VMware certified
- Cisco certified
- ITIL certified

**Key skill 2 – communications skills**

i. Write formal and informal technical and non-technical documentation clearly, accurately and succinctly for presentation to colleagues at various levels of the organisation.

j. Confidently communicate to a wide range of people, including doctors and colleagues, both internal and external to the organisation, coupled with the ability to present positive and persuasive arguments where necessary.

k. Competently translate technical language to non-technical colleagues.
Key skill 3 – interpersonal skills

l Work as part of our team to contribute and react positively along with managing group discussions which include conflicting priorities, views and ideas.

m Build effective personal networks and influence key stakeholders.

n Build and maintain good working relationships and establish credibility with key stakeholders, 3rd party contractors and in-house IS colleagues.

o Demonstrate excellent customer service in all interactions with internal and external stakeholders.

p Receive and give feedback in a positive and constructive manner.

Key skill 4 – organisation skills

q React positively and prioritise workload to accommodate conflicting and changing priorities, without losing sight of essential deadlines.

r Be self-motivated and work in an organised and efficient manner with minimal supervision.

s Identify and resolve issues in a timely and effective manner, ensuring satisfaction of all stakeholders.

Key skill 5 – innovation and problem solving skills

t Competently review and analyse sporadic technical and non-technical information which will assist you in developing short term temporary and longer term permanent solutions.

u Use innovation to suggest improvements to both team and individual processes.

v Be actively involved in individual and team discussions and appropriately challenge ideas.

September 2019
Terms and conditions

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The following terms and conditions apply to this post.

Salary band £33,215 to £49,000 with an exceptional maximum of £56,210. There is an additional on call allowance on successful completion of probationary period.

Annual leave 25 days a year, increasing by one day for each year of service up to a maximum of 30 days. You are required to use up to two of these days should the GMC decide to close its offices over Christmas.

Pension Our workplace pension is the GMC Group Personal Pension Plan, which is operated by Aviva. This is defined contribution scheme where members receive a 15% employer contribution. There is no requirement for you to make an employee contribution, however you may wish to consider which rate you would like to make, which will be deducted from your monthly salary under our salary exchange arrangement. You can choose to join the pension scheme as soon as you start work at the GMC. But if you don’t opt in straight away, you will be automatically enrolled if you are eligible and most people working at the GMC will be eligible. If you are automatically enrolled, but you don’t want to stay in our pension scheme, you do have the right to opt out.

Other benefits Private medical insurance with AXA PPP. Employee assistance programme with AXA ICAS.
**Hours of work**  
37.5 hours a week, 08:00 to 18:00, Monday to Friday. On successful completion of probation a requirement of the role will be that the post holder is part of the 24x7 call-out rota. There may also be occasions where staff are asked to undertake paid evening and weekend work to support implementations and resolve incidents.

**Location**  
3 Hardman Street, Manchester. Some travel to other locations will be required and these will include overnight stays at times.