

Job Title:	Infrastructure & Operations Engineer
Location:	Full time, on site. Aberdeen with travel to other branches as required.
Responsible To:	Infrastructure & Operations Team Leader
Review Date:	Mar 25

Purpose of Job:	<p>The Infrastructure & Operations Engineer works in a combined infrastructure and service delivery team which designs, implements, maintains, and supports IT Infrastructure. This cross-functional team both serves organisational needs and delivers incremental improvement.</p> <p>The Infrastructure & Operations Engineer reports to the Infrastructure & Operations Team Leader.</p> <p>The role: -</p> <ul style="list-style-type: none"> • Manages servers, networking, backups, continuity solutions, storage, telephony, and client hardware. • Ensures security compliance via activities including patch management, scanning / remediation, inventory management / renewal and security hardening. • Manages configuration, producing and updating relevant documentation. • Follows established control mechanisms, procedures and practices contributing to these and ensuring they meet organisational and compliance needs. • Provides support to the organisation troubleshooting and following procedures to resolve issues. • Forms a point of contact for business users and requires good communication and interpersonal skills. • Plans work and coordinates with coworkers and the wider organisation as required. This includes developing work plans, reporting progress and being responsible for relevant outputs. <p>This role requires / is an opportunity to develop a wider set of IT infrastructure skills whilst contributing existing specialisms.</p>
Key Areas of Responsibility:	<ul style="list-style-type: none"> • To develop and manage IT Infrastructure & Operations in line with security, compliance and company needs, including server, network, and client software / hardware. • To comply with relevant infrastructure and security standards maintaining a high level of security for business data, software, equipment, and infrastructure. • To monitor, optimise and troubleshoot infrastructure issues. • To proactively maintain and champion use of IT Infrastructure documentation and related information tools such as wikis, inventories etc. • To undertake hands-on engineering work as part of infrastructure projects, maintenance work and incident support, including problem resolution. • To contribute as required to Continuity Management. • To work with Infrastructure & Operations team colleagues, the Business Systems team, wider business, and external resources to provide support as required, including problem management support, across all systems and services.

	<ul style="list-style-type: none"> To maintain accurate records of hardware / software inventory, and licensing demand / availability. To provide excellent customer service by understanding the business drivers, taking proactive action, and providing clear communication. These duties will at times require you to work outside normal office hours and at different locations, including international branches. Participation in planning and execution of IT projects within budget and time constraints. Stay current with technological advances and share knowledge with coworkers. Evaluation of new technologies and platforms to determine their applicability to solving business challenges and needs. To ensure work is carried out is in accordance with company policies and procedures. To provide out-of-hours Duty Cover on a rotational basis. This is generally 1 week in 3 and 1 week in 2 in times of holiday etc. 	
Interfaces (Internal/External):	<p>Infrastructure & Operations team members.</p> <p>Members of the IT & Business Systems function.</p> <p>Members of the Hydrasun organisation.</p>	
Qualifications:	Essential	Desirable
	Degree in an IT subject or equivalent experience.	Relevant certification.
Experience:	Essential	Desirable
	<p>Demonstrable business IT experience in a comparable environment with knowledge of:</p> <ul style="list-style-type: none"> Microsoft Entra. MS Windows Server / Desktop. Microsoft 365 – Security and Compliance. Storage Systems / Platforms. Microsoft Office products. Systems management and monitoring platforms. <p>Current driving license.</p>	<p>MS Azure IaaS / PaaS</p> <p>Virtualisation (e.g., VMware)</p> <p>Data networking</p> <p>Remote Desktop Services</p> <p>InTune, MS Configuration Manager</p> <p>Mitel VOIP</p> <p>Microsoft Exchange Online</p> <p>Powershell</p> <p>Application packaging</p>
Attributes:	Essential	Desirable
	<ul style="list-style-type: none"> Ability to coordinate self / others, work to a plan and clearly communicate this. Good change management. Good interpersonal and communication skills with both IT and non-IT staff. Ability to prioritise work to meet deadlines. Ability to multi-task and work in a fast-paced environment. Ability to use initiative and be flexible. Ability to work as part of a team or individually. Ability to take ownership of issues. Attention to detail. Strong analytical ability and risk-based approach problem solving. Ability to work with users to understand issues and translate them to requirements. 	

Please note that you may be requested to undertake other duties from time to time and it is possible that your duties may change over time. You will be expected to co-operate with all reasonable requests. If the changes are deemed to be longer-term then this job description will be revised.