

## Job Description

Role Title	IT Infrastructure Engineer		
Directorate	IT and Compliance		
Line manager	IT Manager		
New/ Existing	New		
Perm/ FTC	Permanent	Grade 3	
Job Purpose	<p>The IT Infrastructure Engineer will primarily concentrate on working with internal teams and customers, as well as third-party IT providers on the transformation of our Server Estate and End User Devices.</p> <p>Energy Saving Trust use an Infrastructure as a Service model, so the focus for the role is on OS Management, System upgrades, Application layer updates.</p> <p>Management of Azure, AD Service and design and End User Device Management</p> <p>Energy Saving Trust has offices in Edinburgh, Cardiff and London so occasional travel may be required. As with all IT Infrastructure roles some out of hours work will be required.</p>		
Resource Management Responsibilities	Budget/ Equipment Accountabilities	People (staff) Accountability	Contractor Accountability
	N/A	No	None
Critical Accountabilities	<p><b>This role will:</b></p> <ul style="list-style-type: none"> <li>Acquire and dispense a working knowledge of the underlying technology that underpins the Energy Saving Trust infrastructure and critical applications.</li> <li>Manage and support applications and infrastructure updates and changes for the following: <ul style="list-style-type: none"> <li>Azure Infrastructure and Windows Server Management.</li> <li>AD Infrastructure design (AD/GPO/AAD Connect)</li> <li>Azure AD Infrastructure design (AAD Connect / SSO / Conditional Access).</li> <li>SCCM Image, Updates and Application Deployment</li> <li>Microsoft Endpoint Manager - Windows Autopilot, Windows 10 update rings and Application Deployment.</li> </ul> </li> <li>Work closely and collaborate with the IT team and business areas to define and deliver infrastructure updates and changes in line with business need and requirement.</li> <li>Provide 3rd line support to the business.</li> </ul>		

Knowledge, skills, and qualifications required.

## **Essential: Microsoft Windows Technologies**

- Azure AD
- Microsoft Enterprise Mobility & Security – Intune MDM & MAM, Identity Information Protection, Threat Protection, Cloud App Security.
- Windows Server 2008+
- Security Best Practice standards and OS hardening
- SCCM Image and application deployment
- WSUS/SCCM Update deployment
- Windows Active Directory Technologies
- Group Policy Management
- Office 365
- Microsoft Teams
- SharePoint Online
- Exchange Online
- VMWare or Hyper V

## **Networking**

- Understanding of network design concepts
- DNS/DHCP
- Wireless Technologies
- Cisco Firewalls/Switches

## **Skills**

- Solutions focused approach to work with ability to articulate resolution.
- Ability to collaborate effectively internally and externally to get work done.
- Strong communicator with good stakeholder management skills.
- Ability to use own initiative to plan and prioritise workload as well as knowing when to refer issues up to a more senior level.
- Be results orientated with excellent attention to detail.
- Commitment to personal development as technology and processes change.

## **Desirable:**

- Bash Scripting / PowerShell / JSON
- Load balancers and Firewalls
- Public cloud Infrastructure environments (AWS/GCP/ IaaS, PaaS and SaaS)

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|  | <ul style="list-style-type: none"><li>• Database technologies SQL / MySQL</li><li>• Working knowledge of ITIL best practices, Change, Release, Problem, Incident and Request.</li><li>• Power Automate</li></ul> <p><b>Linux</b></p> <ul style="list-style-type: none"><li>• RHEL, CentOS, Ubuntu</li><li>• An interest in energy, climate change or sustainability issues.</li></ul> |
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