ROLE PROFILE

IT INFRASTRUCTURE AND SUPPORT ENGINEER

JOB PURPOSE

To provide customer-focused front line, second and third level support and advanced problem solving management on a wide range of software, hardware, network and business critical systems. Assisting with project delivery and general technical duties, to fulfil the IT support provision.

KEY RESPONSIBILITIES	Network, communication and cyber-security	- Assist with ensuring network services are stable, secure, available and provided according to business need. - Assess cyber security risks for all IT infrastructure and advise as required for OT infrastructure. - Monitor and maintain the Data and Communications Network. - Understand and carry out maintenance and configuration of Cisco Webex system. - Carry out server and Directory Service (Active Directory/Azure AD) admin and troubleshooting. - Ensure compliance with IT Security policy. - Create and maintain system documentation. - Exercise availability and capacity management.
	Technical assistance	- Maintain advanced technical skills & qualifications and effectively and efficiently carry out technical IT duties. - Participate in shift roster and 24/7/365 out of hours support roster. - Develop, maintain and operate of system procedures. - Participate in the Disaster Recovery and Business Continuity test cycle. - Manage PC imaging, ensuring changes are risk assessed, recorded and tested prior to rollout. - Monitor server backups and change tapes for back-ups as required. - Update and accurately maintain CMDB as necessary. - Diagnose, evaluate and resolve complex problem situations. - Provide root cause analysis.
	Cyber security and data protection	- Be aware of cyber security and data protection issues, implement countermeasures and undertake remedial actions in line with Trinity House cyber/security policies and procedures. - Adhere to cyber security and data protection policies and procedures, promoting good practice to colleagues.

	Front line support	▪ Participate in the IT support function as part of the Service Desk framework adopted by the IT Department. ▪ Provide front line support service to end users on software and hardware related problems. ▪ Provide second line and third-line support, where required, for network and communications.
	Project delivery	▪ Manage projects allocated or agreed by the Network & Security Manager. ▪ Assist in the planning and implementation of network, communication and security IT projects. ▪ Design and deliver small-scale coding and scripting projects as directed by IT Management.
	General	▪ Undertake additional tasks and responsibilities as assigned or necessary, within scope of the role.
ENTRY REQUIREMENTS	**Skills and experience**	▪ Significant exposure to a technical IT environment at an advanced level, including proven experience in an IT Service Desk environment. ▪ Excellent problem solving analytical skills. ▪ In depth knowledge of a wide variety of IT systems and architecture. ▪ Mobile Device Management. ▪ Understanding of Cloud based and hosted technologies e.g, SaaS, IaaS, PaaS. ▪ Knowledge of Linux, SCO UNIX and satellite communication systems desirable. ▪ Awareness of web services architectures and ability to code and script in a variety of languages desirable.
	Qualifications	▪ Professionally qualified to MCSE, MCIPT or equivalent with relevant demonstrable experience. ▪ ITIL foundation qualified. ▪ Qualified as a Prince2 Practitioner or equivalent desirable ▪ Professionally qualified to Citrix CCA desirable
	Professional Competencies (DDaT)	▪ Asset and configuration management ▪ Ownership and initiative ▪ Coding and scripting ▪ Problem management ▪ Technical specialism ▪ Technical understanding ▪ IT infrastructure ▪ Information security ▪ Systems design ▪ Systems integration ▪ Troubleshooting and problem resolution ▪ Design and maintain system documentation ▪ Security technology

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