

Job Description

Job Title: Infrastructure Engineer (Platforms)	Division: Authentication
Reporting to: Platforms Team Lead	Function: IT Operations
Location: Basingstoke or Gateshead	Job Grade: D11
Travel: (Frequent/Some/None)	

1. ROLE PURPOSE AND SUMMARY

As an Infrastructure Engineer (Platforms), you will be a part of the team responsible for platform build and support for IT systems throughout De La Rue.

- You will work as part of a wider Infrastructure and Data Services team providing the fabric on which industry leading IT solutions are built
- You will work with other members of the Infrastructure Team, IT Support Teams, Software Delivery and Test teams to research, determine the scope and complexity of issues and to identify steps to resolve them
- You will build relationships with key stakeholders and suppliers
- Identify areas where standards can be developed and processes improved, and work with your team to implement those improvements

2. DIMENSIONS AND REPORTING LINES (number of reports and financial values)

- This position does not have any direct reports.
- This position will work within the Platforms Team reporting to the Platforms Lead

3. KEY ACCOUNTABILITIES

Individual

- Provide technical expertise as required to the Platforms Team Lead and input on technical projects.
- Deliver consistency and accuracy in requests for change ensuring customer expectations are met during change implementation / rollback
- Ensure maintenance of documentation and sharing of knowledge across the Platforms team
- Maintain an up-to-date skill set, keep abreast of industry developments and make recommendations as to how IT teams can perform better
- Day-to-day monitoring of platforms to ensure all systems are available
- Respond within SLAs to service requests, incidents and problems using the service management tool
- Raise requests for change, documenting step by step activities required for successful completion, testing and if necessary, roll-back of changes
- Able to work under pressure and focus on resolving business critical issues, and deliver to strict deadlines
- Work within an ITIL framework to manage incidents, problems and system changes.

Company Wide

- Support the Platforms team executing the strategy for the business for both internal and external customers
- Provide subject matter expertise to internal and external customers
- Support and follow the governance and operational disciplines applicable across the company

Common to all roles

- To ensure full participation in the performance development review (PDR) process and maintain an up-to-date record of all training and development activities/programs
- To always act and behave in a way compliant with all De La Rue company guidelines and policies, especially those relating to values and behaviours, environmental health and safety, ethics and codes of conduct, as it is through living our values that we strengthen the culture of our business and demonstrate our understanding of our Code of Business Principles. Further information on our company values can be found in our "Living the Values" guidelines.

4. CAPABILITY (qualifications, experience, and skills)

- Educated to degree level or equivalent work experience.
- Demonstrable experience in 2nd or 3rd line IT support and possess ability to analyse, diagnose and fix problems and then works to find the root cause
- Enquiring approach to work, a methodical approach to solving problems and an attention to detail
- Driven to be 'right first time' when it matters
- Experience of either Linux or Windows platforms, but with drive to learn more about the other
- Experience of public cloud environments, preferably Google Cloud Platform, and cost optimisation techniques
- Experience of virtualization technologies (ideally VMware/VxRail/Nutanix)
- Experience with Storage Arrays (ideally Dell Compellent and HPE Nimble)
- Experience with Patch Management Software (ideally Ivanti or SCCM/Intune)
- Experience with Backup concepts and Software
- Experience of Dell and HP Server Hardware
- Experience of shell and PowerShell scripting
- Endpoint Protection and Anti-Virus management (ideally SentinelOne)
- Ability to work as part of a team
- Able to work under pressure and focus on resolving business critical issues, and deliver to strict deadlines
- Ability to work with people across the organisation
- Experience of a commercial Incident, Problem and Change management tool. Preferably, but not necessarily, BMC Remedy or Halo
- Experience of working in an ITIL environment, ideally possesses an ITIL Foundation qualification
- An understanding of information security
- Understanding of the principles of business continuity and disaster recovery with experience of deploying highly available IT solutions

	Name	Signature	Date
Job Holder			