



# Infrastructure Support Technician

Department:	Enterprise Services
Report to:	IT Technology Team Leader
Job Family:	TBC
Career Family / Job Capsule:	TBC
Key dimensions:	
Purpose of the role:	
<ul style="list-style-type: none"><li>• Support and Maintain all FI's production, test and development infrastructure and systems, providing 1st, 2nd and 3rd line support of servers and networking to meet SLAs including an on-site shift rota and out of hours on call rota.</li><li>• To research, design and deliver infrastructure solutions and systems as part of formal Project teams or working independently on Small Change Requests.</li><li>• To protect FI's infrastructure, systems and data assets, adhering to Corporate Governance rules, security policies and Industry best practice.</li><li>• To ensure FI's infrastructure and team's processes are formally documented to agreed standards, including but not limited to maintenance of a Knowledge Base.</li></ul>	

**Key accountabilities:**

- Ensures issues are escalated in a timely manner to Line Managers, Project Managers or the Service Desk.
- Responsible for making changes to production systems, having accountability for the availability, security and performance of those systems, whether hosted in house or hosted externally
- Ensure the delivery of quality project solutions, tasks and milestones in line with agreed project timelines and budget.
- Manage own workload of Incidents, Requests, Small Changes, Project Tasks and other objectives to SLAs and agreed timelines.
- To provide handover, knowledge transfer and documentation to team/department upon completion of significant new solutions or changes.
- Understanding of the implications\restrictions of software licensing.
- Provide cover for the on-site rota, a 24x7 on call rota, to be available to implement changes outside of normal business hours including evening and weekends to meet business needs.

**Responsibilities:**

- To be responsible for monitoring, maintenance and patching/upgrades of FI infrastructure and systems to ensure they are secure and available to agreed SLAs.
- To respond to incidents, delivering fixes in line with SLAs and change control procedures, and escalating where there is significant impact.
- To deliver requests to SLAs or agreed timelines, delivering changes in line with change control procedures.
- To deliver small change request and project work to agreed timelines. Ensure processes and system changes are properly documented and meet requirements for security, resilience and other operational

**Skills / Experience / Knowledge:**

**Technical Skills:**

- Windows Server Technologies – associated Qualifications desirable
- Windows Client operating systems – associated Qualifications advantageous
- Admin knowledge of SQL Server – security, backups etc.
- VMWare virtualisation technologies, including high availability and Zerto. VCP desirable.
- SAN Management – HP 3PAR & EMC VNX preferred
- Back Up applications – EMC NetWorker preferred.
- Knowledge of several MS Server products e.g. SQL Server IIS7, SharePoint, COM+, TFS.
- Knowledge/Experience of Ivanti (LANDesk) Management Suite
- Knowledge of Networking (Cisco switches and ASA firewalls, Palo Alto Firewalls, WIFI)
- Knowledge of monitoring and alerting technologies – Splunk, Netcrunch preferred.
- Knowledge of McAfee Endpoint security products including ePO, DLP, ENS
- Knowledge of scripting languages, specifically Powershell.
- Understanding of Azure & Office365 / Exchange online
- Experience of Software packaging and Deployment methods

**Other Skills/Attributes:**

- Proven knowledge of IT Best Practices and processes in support of a production environment in a Regulated Financial Services environment.
- Communications Skills – to be able to communicate effectively to colleagues with varying technical knowledge. Having the ability to explain complex technical situations in a manner appropriate to the audience. Ability to liaise with 3rd party suppliers and technical experts to troubleshoot problems on FI Systems.
- To be able to estimate and plan own workloads, and to deliver to agreed timescales.



<p>requirements and quality measures.</p> <ul style="list-style-type: none"> <li>• To plan and prepare for production implementations, including back out plans. To represent changes and implementation plans at CAB meetings. To perform implementations out of hours (pre 8am, post 7pm) and weekends.</li> <li>• Understanding of Disaster Recovery, Business Continuity and hardware/software resilience demands. Participation in the annual Disaster Recovery test.</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced troubleshooting skills, identifying the details to lead to root cause analysis leading to issues being resolved rather than mitigated.</li> <li>• Ability to work under pressure to meet business critical deadlines and SLAs.</li> <li>• Ability to propose new solutions and to consider financial impact of proposed changes.</li> </ul>
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Values	<p>Define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers. For OneFamily this means:</p> <ul style="list-style-type: none"> <li>• Better together</li> <li>• Being your best</li> <li>• Being innovative</li> <li>• Champion the customer's needs</li> <li>• Doing what's right</li> </ul> <p>Our values are unique to our brand. They give us purpose and focus. They are vital in helping us all 'do the right thing'. If we are confident that we are true to our values, then we can be sure that we are doing the best for our customers.</p>
Adaptability	<p>This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their Line Manager. In addition, they may be required to carry out any other duties deemed appropriate within the role and expertise.</p>
Performance Management	<p>All employees have a responsibility to participate in regular one to ones with their manager and to identify performance standards of the post. As part of the performance management process every employee is responsible for participating in identifying their own training and development needs to meet the requirements of their role.</p>



Health and Safety	Employees must be aware of the responsibilities placed on them under Health and Safety at Work Act 1974, and take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work.
Equality and Diversity	The Society is committed to building an environment where the diversity of its employees is valued, respected and seen as an asset to enabling delivery of the best possible service to our customers and colleagues. It is unlawful to discriminate directly or indirectly in recruitment or employment because of any of the nine 'protected characteristics' contained in the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Failure to comply with organisational policies on equality and diversity may result in disciplinary action.
Confidentiality	The unauthorised use or disclosure of customer or other personal information is regarded as gross misconduct and will be subject to disciplinary procedures, and could result in a prosecution for an offence or action for civil damages under the General Data Protection Regulations. (GDPR)

Regulatory	
	<ul style="list-style-type: none"> <li>To comply, at all times, with all regulatory, statutory and legislative requirements so far as they relate to the role</li> <li>To abide by the Rules of the Society at all times</li> <li>To understand and comply with all Group Governance Policies, as appropriate to the role</li> </ul>

Individual Conduct Rules	
Rule 1	You must act with integrity
Rule 2	You must act with due skill, care and diligence.
Rule 3	You must be open and cooperative with the FCA, the PRA and other regulators.
Rule 4	You must pay due regard to the interests of customers and treat them fairly.
Rule 5	You must observe proper standards of market conduct.



Declaration

I hereby confirm that I have read and understood the content of this Job Description and Person Profile and I accept the content as an accurate description of the role which I am required to perform.

Job holders full name:

Job holders signature:

Date: