Job Title	Infrastructure Engineer (JD covers Wintel & Azure, Linux, AWS and Inf Engineer, please see person specification for differentiators)
Department	Infrastructure – Operations
Location	Nottingham
Reports to	Infrastructure Team Leader
Staff Responsibility	None
General Overview of position	Our Infrastructure engineers have a background across multiple technologies with experience in resolving back end infrastructure issues. They will be comfortable working on their own in resolving client issues, including communicating with non-technical staff in the company and clients. Clear thinking in how we investigate and resolve incidents will be critical, we expect our engineers to demonstrate clear evidence based thinking. Whilst most of the work will be resolving inbound technical issues, some of these may be complex or sensitive and need special handling. The infrastructure engineers will also from time to time be engaged in major incidents for their clients, however, will have the support of Senior Infrastructure Engineers where required. Outside of incident resolution, we also expect our engineers to carry out requests, changes, assist other engineers in issues that they're struggling with and participate in continuous improvement activities

Main duties & responsibilities	• Provide proactive 3rd line support for the technology within Littlefish support remit.
	• Where you have the skills you may be asked to support additional technologies such as storage, networks or citrix etc
	• Act as a technical escalation for the internal technical teams. Work with Service Managers/Service Desk Manager on escalated issues
	• Provide technical expertise and resource to projects and transitions
	• Monitor and progress incidents, changes and requests assigned.
	• Maintain service levels across the team
	• Provide support, coaching and mentoring to other team members in your areas of expertise.
	• Play and active role in operational acceptance, defining standards processes and procedures.
	• Create and maintain knowledge base articles around core internal and customer technologies
	• SLA Compliance – 90%
	• Change success – 95%
	• % of tickets* re-opened (less than 5%)
	• Ticket – Average Age (Less than 7 days)
	• Ticket - Time since last customer visible update (Less than 3 days)
	• Ticket - Backlog

Main duties & responsibilities (continued)	**ISO Accreditations:** Littlefish are ISO9001 and ISO27001 certified it is expected that all employees adhere to the Quality Management and Information Security systems, policies and procedures. **Equality, Diversity and Inclusion:** It is expected that you will actively promote and embed Equality, Diversity and Inclusion (EDI) in all your work and support and comply with all organisational initiatives, policies and procedures on EDI.
Other duties	Other such reasonable duties within the general scope of the job role, at the line managers direction.

Person Specification (Wintel & Azure)

Essential	Desirable
- One of the following: - MCSE, VCP, CCA, CCNA or relevant experience - Minimum two years minimum experience in a similar role - Substantial experience maintaining Windows server infrastructure - Working with service management tools to manage changes, incidents, problems and requests - Windows server - AD - SCCM - Networking LANs and WANs, (switches and firewalls) - Backup technologies - Standard integrations for SaaS, & PaaS - AV platforms - Security principles - VMware, or Hyper-V - Network security management - PowerShell - Office 365 & Azure	- Any of the below or demonstratable equivalent experience, AWS equivalent exams or knowledge is applicable - MS-101 exam: Microsoft 365 Mobility and Security - AZ-104 exam: Microsoft Azure Administrator - AZ-303 exam: Microsoft Azure Architect Technologies - Network security management (cloud based or on prem UTMs) - Experience *using automation tools, such as: Ansible, Terraform, Puppet*

- Excellent written and verbal communication
- Able to manage time and work under pressure to tight deadlines
- Able to manage the demands of numerous tasks
- Able to work on own initiative and within a team environment
- Self-motivator and able to motivate others
- Diplomatic when faced with issues
- Willing to undertake further training to fulfil the requirements of the role
- Willing to work additional hours to meet the demands of the role
- May be required to travel on company business ad-hoc basis

Person Specification (AWS)

Essential	Desirable
- AWS SysOps Administrator or AWS Solution Architect Associate or equivalent experience - Minimum six months experience in a similar role - Experience maintaining AWS infrastructure - Maintenance of core AWS services – EC2, VPCs, RDS, Cloudwatch, workspace - Experience with on premise infrastructure - Working with service management tools to manage changes, incidents, problems and requests - AWS (as above), AD & LDAP, networking LANs and WANs, - Excellent written and verbal communication - Working with service management tools to manage changes, incidents, problems and requests - RHEL, Ubuntu, AD & LDAP, networking LANs and WANs, Storage, IP Tables,	- AWS Dev Ops Engineer, or AWS Solution Architect Associate - ITIL - Networking - troubleshooting and firewall configuration and management - Security principles - Multi cloud integration experience - Azure, VMware, Hyper-V, network security management. - Azure, VMware, Hyper-V, network security management. - Experience using automation tools, such as: Ansible, Terraform, Puppet

IaaS, Cron job scheduling, Bash scriptinG • Excellent written and verbal communication • Able to manage time and work under pressure to tight deadlines • Able to manage the demands of numerous tasks • Able to work on own initiative and within a team environment • Self-motivator and able to motivate others • Diplomatic when faced with issues • Willing to undertake further training to fulfil the requirements of the role • Willing to work additional hours to meet the demands of the role • May be required to travel on company business ad-hoc basis	

Person Specification (Linux)

Essential	Desirable
• RHCSA • Minimum two years minimum experience in a similar role • Substantial experience maintaining Red Hat server infrastructure • In depth knowledge of Red Hat Enterprise Linux 6/7 - build, patching & security management • User management via SSSD, Kerberos or Active Directory • Working with service management tools to manage changes, incidents, problems and requests • RHEL, Ubuntu, AD & LDAP, networking LANs and WANs, Storage, IP Tables, IaaS, Cron job scheduling, Bash scripting. • Excellent written and verbal communication • Able to manage time and work under pressure to tight deadlines • Able to manage the demands of	• Linux professional certification or similar • AZ900 / AZ104 or similar • ITIL • Public cloud platform • VMWare / Hyper V virtualisation • Networking - troubleshooting and firewall configuration and management • Security principles • Azure, VMware, Hyper-V, network security management. • Experience using automation tools, such as: Ansible, Terraform, Puppet

numerous tasks • Able to work on own initiative and within a team environment • Self-motivator and able to motivate others • Diplomatic when faced with issues • Willing to undertake further training to fulfil the requirements of the role • Willing to work additional hours to meet the demands of the role • May be required to travel on company business ad-hoc basis	

Person Specification (Transitions Engineer)

Essential	Desirable
• One of MCSE, VCP, CCA, CCNA or relevant experience • Minimum one years' experience in a similar role with experience of onboarding new clients • Substantial experience with due diligence of Windows server infrastructure, including discovery of client estates and cloud environments • Experience in creating KT documentation for engineering • Windows server • AD • SCCM/Intune • Backup technologies • Standard integrations for SaaS, & PaaS • AV platforms • Security principles • VMware, or Hyper-V • Network security management • PowerShell • Office 365 & Azure • Excellent written and verbal	Any of the below or demonstratable equivalent experience, AWS equivalent exams or knowledge is applicable • MS-101 exam: Microsoft 365 Mobility and Security • AZ-104 exam: Microsoft Azure Administrator • AZ-303 exam: Microsoft Azure Architect Technologies • Network security management (cloud based or on prem UTMs) • *Experience using automation tools, such as: Ansible, Terraform, Puppet*

communication • Able to manage time and work under pressure to tight deadlines • Able to manage the demands of numerous tasks • Able to work on own initiative and within a team environment • Self motivator and able to motivate others • Diplomatic when faced with issues • Willing to undertake further training to fulfil the requirements of the role • Willing to work additional hours to meet the demands of the role • May be required to travel on company business ad-hoc basis	

Document Control

File Name	Infrastructure Engineer (JD covers Wintel & Azure, Linux, AWS and Inf Engineer, please see person specification for differentiators)
Author	Callum Gillespie
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Classification	Private
Location	HR Hub

Version Control

Version	Author	Change	Date
1.0	Callum Gillespie	Template change	March 2021
1.1	Callum Gillespie	Addition of Transitions Engineer	January 2022

Job Levels

Career Framework	Technical
Definition	Technical subject matter expert working in a customer-facing capacity and able to support/implement typical technology requirements
Contribution to Success	Supports and facilitates others in the implementation of short term plans or works to achieve agreed goals. Performs a range of mainly straightforward assignments. Will manage cost on a day to day basis, looking for opportunities to generate efficiencies
Communication	Will be involved in explaining facts, practices and policies. May need to influence from time to time and will coordinate day to day tasks
Expertise	To act as a technical escalation point for internal teams and customers. Provide input and guidance for technology roadmaps, projects and transitions
Leadership	Will receive guidance from their line manager and won't usually manage a team
Values Statement	Displays consistent and positive behaviours in line with the values. Acts with integrity and professionalism within own team and across the organisation