

Job Title	Senior Infrastructure Engineer (covering Senior Inf Engineer, Linux & AWS, please see person spec for specific details)
Department	Infrastructure – Operations
Location	Nottingham
Reports to	Infrastructure Team Leader
Staff Responsibility	None
General Overview of position	The Senior infrastructure engineer is not client aligned and will have a generalist infrastructure engineer background. They will have multiple years of experience and be comfortable leading a team in the resolution of major incidents, including communicating with non-technical leadership in the company and clients. Clear thinking in how we plan the investigation and recovery from a major incident will be critical. Whilst they will work on major incidents, the majority of their work will be complex or sensitive issues that need their level of knowledge and skills to resolve or are highly important customer tickets. We will look to these people as the SMEs to guide us through complex changes, assist other engineers in issues that they're struggling with and lead our thinking about the introduction of and the team's skills for future technologies. As such they need to be ready to mentor but also when necessary direct other engineers in the resolution of an issue.

Main duties & responsibilities

- Ticket resolution (focused on complex or sensitive issues)
- Temporary overspill for clients that have a high inbound volume or backlog
- SLA and KPI compliance
- Escalation point for technical queries
- Involved in Infrastructure MIs as technical specialist and support for account aligned Inf engineer
- Input into technology support roadmaps, and best practice definitions
- High risk technical change approvers
- Completing specific technical projects
- Identification of automation opportunities and the deployment of automation
- Technical SMEs for specific technologies

Review of Major Incident reports prior to issue

- 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 (Senior Infrastructure Engineer)

Essential	Desirable
• One of: - MCSE, VCP, CCA, CCNA or relevant experience • Minimum four 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 UTM's) • 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	
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Person Specification (Senior Linux Engineer)

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 numerous tasks • Able to work on own initiative and	• Linux professional certification or similar • AZ900 / AZ104 or similar • ITIL • Public cloud platform – primarily Azure • VMWare / Hyper V virtualisation • Networking - troubleshooting and firewall configuration and management • Security principles • Azure, VMware, Hyper-V, network security management. • <i>Experience using automation tools, such as: Ansible, Terraform, Puppet</i>

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	
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Person Specification (Senior AWS Engineer)

Essential	Desirable
• AWS SysOps Administrator or AWS Solution Architect Associate • Minimum two years minimum experience in a similar role • Substantial experience maintaining AWS infrastructure • Deployment or maintenance of core AWS services – EC2, VPCs, RDS, Cloudwatch, workspace • Integration with on premise infrastructure • Automation through native AWS tooling • 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 • Able to manage time and work under pressure to tight deadlines • Able to manage the demands of numerous tasks	• AWS Dev Ops Engineer, or AWS Solution Architect Professional, or any AWS speciality qualification • ITIL • Networking - troubleshooting and firewall configuration and management • Security principles • Multi cloud integration experience • AWS 'Well Architected' Framework • Azure, VMware, Hyper-V, network security management.

• Able to work on own initiative and within a team environment • Self-motivator and able to motivate others • Diplomatic when faced with issues	
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Person Specification (Transitions Engineer)

Essential	Desirable
• One of • MCSE, VCP, CCA, CCNA or relevant experience • Minimum two years minimum 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 • Experience of transition governance • 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	• 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 UTM's) • <i>Experience using automation tools, such as: Ansible, Terraform, Puppet</i>

• Network security management • PowerShell • Office 365 & Azure • 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	
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Document Control

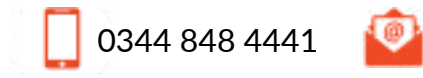
File Name	Senior Infrastructure Engineer (covering Senior Inf Eng, Linux & AWS, see person spec for details)
Author	Callum Gillespie
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Classification	Private
Location	HR Hub

Version Control

Version	Author	Change	Date
1.0	Callum Gillespie	Template change	March 2021

Job Levels

Career Framework	Experienced Technical
Definition	Industry/technology-experienced technical subject matter expert working in a senior capacity whether customer-facing or helping to develop professional colleagues. Able to assimilate complex/non-standard technology requirements and fulfil senior stakeholder engagement
Contribution to Success	Implements operational plans that contribute to the results of their department. Typically focused on timescales of 3-6 months. Will manage costs and will look for efficiencies with their area of responsibility
Communication	Influences others to make favourable decisions, mostly within their function but sometimes without
Expertise	Are the subject matter expert within their technical specialism and will have a basic knowledge of how their specialism impacts / links with other departments. Act as a senior escalation for their own team and across teams. Will usually have a professional qualification
Leadership	Will usually operate in a standalone position but acts as a key influencer across customers, contracts and / or projects. May manage a small team
Values Statement	Leads by example in displaying positive behaviours and instilling high performance within their teams, across the organisation and with customers



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