

Job Description

Title: IT Infrastructure Engineer	Department: Information Technology
Reporting to: Network & Infrastructure Manager	

Job Purpose:

Your role is to manage, maintain and develop all elements of the Ascentis IT infrastructure, ensuring maximum availability and reliability of the IT service offering through design, implementation and management to ensure high availability, performance, and scalability.

You will deliver a secure, resilient platform for all IT systems; monitoring, maintaining and continually improving the infrastructure, with a strong focus on Cyber Security.

You will play a crucial role in building, maintaining, and optimising our cloud infrastructure, deployment pipelines, and containerised environments. As the DevOps lead within the team, you will be responsible for ensuring the efficiency, scalability, and security of our Azure-based Kubernetes environment. Your work will streamline software delivery, improve system reliability, and support software engineers by implementing automation, monitoring, and best practices.

You will support the strategic ambition to deliver a totally cloud-based IT infrastructure, consolidated in an Azure environment.

Job Responsibilities:

1. Provide IT Infrastructure Support
 - Act as an escalation point for IT Infrastructure support requests, ensuring KPIs and targets for support are met or exceeded.
 - Manage issues to resolution or escalate as appropriate
 - Manage IT incidents and problems, ensuring any 'lessons learned' are applied to increase reliability
 - Ensure support requests are dealt with in line with the Ascentis values, delivering a friendly, professional and timely service
2. Performance Monitoring and Incident Management
 - Proactively monitor all IT services and infrastructure for performance issues/scalability.
 - Respond to and resolve incidents swiftly, minimising impact on service availability and performance.
 - Alerting of infrastructure downtime / outages of IT services.
 - Analyse and report on service availability and reliability.
 - Ensure agreed service levels with regards to availability, performance and capacity are met and maintained
3. Availability, Performance and Capacity Management of all IT Services
 - Ensure highest possible availability of services, ensuring robust monitoring and alerting is present, maintained and managed appropriately.
 - Analyse & report on service availability and reliability
 - Ensure IT Infrastructure meets the business needs in terms of performance and usability, taking proactive steps to ensure capability and performance of IT systems.
 - Oversee the management and maintenance of on-premises server infrastructure, ensuring its integration and coexistence with cloud solutions.
 - Provide a seamless operational environment across on-premises and cloud platforms.
 - Ensure that all IT infrastructure and practices comply with relevant regulations and standards, including GDPR and Cyber Essentials+
 - Support governance processes including business continuity, risk management, data protection and the internal audit.
 - Conduct the annual disaster recovery testing, delivering any changes or remediation work if required.

4. Manage, Monitor and Report on IT Security

- Manage security controls as required by IT Security policies, including IT rights assignment, data security and remote device policies.
- Ensure IT Infrastructure is regularly updated in a controlled, tested process following best practice and any IT security policies.
- Manage and report on any IT security issues or defect, escalating to the appropriate level if required.
- Ensure IT infrastructure conforms to the Cyber Essentials+ standard.

5. Manage and optimise our Azure cloud infrastructure

- Oversee and maintain our cloud resources in Microsoft Azure, ensuring optimal performance, cost efficiency, and scalability.
- Implement best practices for cloud architecture, security, and governance to maintain a reliable and secure environment.
- Automate provisioning and scaling of infrastructure using Infrastructure as Code (IaC) where appropriate.
- Design, implement, and manage CI/CD pipelines to enable seamless and automated software deployments.
- Collaborate with developers to streamline code integration.
- Optimise build and release processes to reduce deployment time.
- Build and maintain containerised applications using Docker.
- Deploy and manage workloads on Kubernetes clusters, ensuring high availability and scalability.
- Monitor and troubleshoot containerised applications, ensuring they perform efficiently in production environments.

6. Support for Development Teams

- Work closely with development teams to provide cloud architecture guidance, troubleshoot infrastructure issues, and ensure best practices in cloud usage.
- Automate cloud deployments, configurations, and management tasks using Azure Resource Manager / Terraform / PowerShell.
- Support continuous integration, continuous deployment, and DevOps best practices across cloud-based applications.

7. Provide Network Control, Operations and Support

- Manage all aspects of group cloud services (MS Azure, AWS, M365) and internal LAN and WAN links ensuring stable, resilient and reliable connectivity
- Carry out network configuration, installation and maintenance of both cloud and on-premise network architecture and associated site-to-site VPN tunnels
- Use network management tools to collect and report on network performance
- Identify and resolve network issues, in a professional, timely manner, considering change control and impact on customers.

8. Documentation and Reporting

- Maintain comprehensive documentation and diagrams of infrastructure architectures, processes, and service records.
- Prepare reports on infrastructure performance, SLAs and improvement opportunities.
- Maintain agreed security records and documentation
- Undertake any other responsibilities or tasks that are within the employee's skills and abilities whenever reasonably instructed commensurate to this role.

9. Capability Development

- Maintain an up-to-date and high level of knowledge and technical specialism in relevant IT infrastructure technologies through self-study and personal development
- Keep abreast of emergent Infrastructure and cloud computing developments.

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- Pursue certifications and professional development opportunities to enhance appropriate skills and to support business growth and or improve stability, performance and security.
- Research new and existing technologies to support business growth and/or improve stability, performance or security.
- Use knowledge to propose innovative solutions which enhance business processes, colleague efficiency and customer experience.

Accountability and Key Contacts

Accountability: Network & Infrastructure Manager, Head of IT, Software Release Lead, Software Development Manager, Deputy Chief Executive Officer, Chief Executive Officer

Key Contacts

- Staff at all levels in Ascentis
- Recognised centres and potential customers

Key Attributes (E-Essential, D-Desirable, P-Potential):

- Qualified to MCSE/CompTIA A+/CCNA standard or equivalent / relevant experience (E)
- Qualified to Microsoft 365 Administrator or equivalent / relevant experience (E)
- Qualified to Microsoft AZ-900 Azure Fundamentals or equivalent / relevant experience (E)
- Qualified to Microsoft AZ-104 Azure Administrator (D)
- Experience of supporting cloud technologies such as Azure, AWS or Microsoft 365 (E)
- Experience of supporting Azure DevOps environments and services including Kubernetes, Docker and Pipelines (E)
- Experience of maintaining multiple IT services, including servers/networks/telephony (E)
- Experience of supporting Microsoft products and server architecture (E)
- Experience of delivering and communicating IT Infrastructure changes (E)
- Understanding of IT/Cloud security concepts and best practice (E)
- Experience of managing and provisioning devices using Microsoft Intune (D)
- Proven ability to work both independently and as a member of a team effectively (E)
- Ability to work on own initiative (E)
- Ability and commitment to work as part of a team and across teams (E)
- Ability to work under pressure and to deadlines (E)
- Ability to listen and interpret customer needs (E)
- Commitment to relevant continuing professional development (E)
- Excellent verbal and written communication skills (E)
- Ability to organise and prioritise, attention to detail (E)

Agreed:

Post Holder Signature _____ Date _____