# Infrastructure Engineer

**Why do we need this role?**

To develop, support and maintain Help Musicians’ technology infrastructure, systems and services, acting as a technical escalation point for other members of the team, and supporting end users directly as required. The Infrastructure Engineer will play a key role in the design and delivery of technology solutions, as well as ongoing configuration and maintenance of systems, ensuring Help Musicians infrastructure is kept update, secure enabling excellent user experience for all stakeholders.

**Reports to:** Infrastructure and Systems Support Manager

**Our Values**

At Help Musicians & Music Minds Matter we:

**Embrace change**; recognising that change leads to opportunity and the potential to seek out better solutions for those we’re here to support

**Are curious**; recognising that insight, understanding and empathy enables us to deliver our best work

**Value difference**; knowing that diversity of thought, team and experience makes our charities stronger

**Come together**; united through our appetite for music we’re committed to working collectively, doing the very best to support those that need our help

**What does success look like?**

1. Infrastructure and systems operate at optimal efficiency.
2. Infrastructure and systems are kept safe and secure.
3. Excellent customer service provided to all stakeholders.
4. Projects are delivered on time, excellent quality and within budget.
5. All backs ups and recovery solutions are maintained and tested on a regular basis.

**Main responsibilities**

1. Build, configure and deploy systems in accordance with agreed baselines and specifications.
2. Working alongside 3rd parties, design and implement Microsoft Modern Workplace solutions, including but not limited to Microsoft 365, Microsoft Teams, SharePoint, and Power Platform
3. Work alongside IT and business units to gather requirements, advise on best practices, and ensure solutions provide optimal performance and user experience
4. Provide technical expertise and support throughout the project lifecycle, from design and planning to deployment and post-implementation support
5. Provide technical guidance and training to end-users including IT staff
6. Work with stakeholders around the organisation and other members of the IT team to diagnose and resolve issues relating to the performance and availability of systems.
7. Conduct maintenance and deploy patches and functional updates to systems at an agreed frequency and in accordance with HM’s change management and patch management policies and procedures.
8. Respond to technical outages and security incidents, following an agreed incident management process, notifying stakeholders as appropriate, and conducting root-cause analysis.
9. Proactively monitor systems and identify potential issues that can be mitigated before they become problems, as well as opportunities to improve performance.
10. Implement and regularly test backups to ensure compliance with HM backup policies and standards.
11. Document procedures and best practices to share knowledge with other team members and ensure a consistent approach to systems implementation and maintenance.
12. Assist in the triage and response to support requests, providing high-quality support and guidance to end users and seeing requests through to resolution.
13. Ensure all support requests and incidents are appropriately logged, including details of resolution.
14. Serve as the initial escalation point for other members of the IT team, providing mentoring and technical guidance as appropriate.
15. Delivering excellent customer experience to all users of IT services
16. Any other tasks as reasonably requested by line manager or Head of IT.

**Person Specification**

**Knowledge and Experience**

Essential:

* Hands-on experience of Microsoft Windows Server 2016+, including Active Directory, group policy, DHCP, DNS
* Understanding of networking technologies, including firewalls, switches, VLANs and wireless networking
* Experience with Microsoft Azure compute and network services, including virtual machine configuration and deployment.
* Mobile device management & configuration with Microsoft InTune.
* Strong expertise in Microsoft 365, including Exchange Online, SharePoint Online, Teams, and Power Platform
* Experience in configuring and optimising Microsoft Modern Workplace solutions to meet end user requirements
* Microsoft 365 configuration and administration
* Understanding of backup principles and solutions, ideally Microsoft Azure Recovery Services
* Knowledge of standard support processes, including ticketing, SLAs and asset management

Desirable (or to develop in the role):

* Infrastructure monitoring tool configuration
* Windows Virtual Desktop
* Microsoft certifications such as Microsoft 365 Certified: Modern Desktop Administrator Associate or Microsoft 365 Certified
* Remote access solutions including IPSec/SSL VPN
* Virtualisation technology such as Microsoft Hyper-V
* Identity and access management solutions such as AzureAD and single sign-on technologies
* Configuration and deployment of cloud-based telephony services

**Skills**

* Excellent communication and interpersonal skills.
* Strong analytical and problem-solving skills.
* Excellent organisational skills.
* Ability to manage multiple projects simultaneously.
* Strong attention to detail.
* Effective stakeholder management skills to ensure colleagues are positively engaged and consulted (when required)
* Good prioritisation skills and be flexible to adapt plans to changing landscapes.
* An ability to work to tight deadlines and within constraints.
* A champion of technical methodologies, concepts and standards.
* Ability to concisely specify requirements across all departments.
* Ability to remain focused and to implement a project to specification, budget and timescale.
* A structured and analytical approach to troubleshooting and problem management.
* Professional proficiency with written and spoken English - able to communicate clearly to others, including delivering training on IT systems to others (frequently on a 1-1 basis).
* Ability to remain calm under pressure and prioritise.
* Ability to think creatively to find solutions.
* Proactive, driven and confident in providing a high-quality customer service to all internal and external contacts.

**Personal Characteristics**

* Highly resilient
* A flexible attitude
* Excellent interpersonal skills and a confident team player.
* Committed to continuous self-development
* Takes a coaching approach when supporting colleagues
* Passion for delivering excellent customer service.

**Additional info**

* Basic DBS check required.
* Bound by Help Musicians UK’s confidentiality agreement.
* Adhere to the charity’s Code of Conduct.
* Required to be present in the office 3 days per week or more when required to cover support.

*This job description is a written statement of the essential requirements of the job, with its key accountabilities, and the experience, knowledge, and skills required for effective performance. This is not intended to be an exhaustive account of all aspects of the duties involved.*