JOB DESCRIPTION

Job title	Infrastructure and Security Specialist
Sector/Function	IMT
Department	Infrastructure
Reports to	Infrastructure Architecture Manager
Grade	4

Job purpose	The Infrastructure and Security Specialist is pivotal in maintaining the efficient operation of our IT infrastructure across both datacentre and end-user environments. This hands-on technical role reports to the Infrastructure Architecture Manager and collaborates closely with the Senior Infrastructure Specialist. Responsibilities include configuration, administration, and regular maintenance of our extensive IT infrastructure, encompassing both on-premise and cloud-based compute, storage, networking and cybersecurity systems. The goal is to ensure these systems perform optimally, reliably, and securely – maintaining Confidentiality, Integrity and Availability of our datacentre and end-user environments. Providing 3rd line technical support is a significant aspect of this role, requiring the resolution of complex infrastructure and cybersecurity issues promptly and efficiently. This function helps enhance system stability, improve performance, and minimise downtime across all IT infrastructure. Additionally, the Infrastructure and Security Specialist plays a crucial role during cybersecurity incident responses, working with internal and external response teams, offering technical assistance to help identify, mitigate, and resolve security threats effectively. Furthermore, the Infrastructure Specialist will also be responsible for maintaining comprehensive system documentation, keeping records up-to-date, clear, and accessible. This includes documenting system configurations, procedures, and changes made, contributing to transparency, efficiency, and knowledge sharing within the team. Ideal candidates for this role will have substantial experience in supporting, maintaining, and administering compute, storage, network and cybersecurity platforms across diverse environments.

Key accountabilities	**Technical Implementation and Maintenance**
	- Implementation, configuration, administration, and maintenance of both on-premise and cloud-based compute, storage, and cybersecurity systems. - Ensuring optimal performance, reliability, and security across our IT infrastructure. - Providing technical expertise during system upgrades, implementations, and migrations. - Measuring and reporting on the effectiveness of security controls as well as the reliability and capacity of infrastructure systems. **Technical Support** - Working alongside our Service Delivery team to provide 3rd line technical support, troubleshooting and resolving complex infrastructure and cybersecurity issues. - Enhancing system stability and performance while minimising downtime. **Cybersecurity Incident Response** - Providing technical assistance during cybersecurity incident responses, helping to identify, mitigate, and resolve security threats effectively. - Ensuring that the organisation's IT infrastructure adheres to the highest cybersecurity standards. **Knowledge Sharing** - Maintaining comprehensive and up-to-date system documentation, including system configurations, procedures, and changes made. - Ensuring documentation is clear, accessible, and promotes knowledge sharing within the team. - Presenting knowledge sharing information to technical colleagues, to ensure that all team members remain up-to-date on system configuration and architecture **Collaboration** - Collaborating closely with the Infrastructure Architecture Manager, Senior Infrastructure Specialist and Central Delivery Manager, as well as other team members and stakeholders. - Participating in team meetings and contributing to the continuous improvement of processes and practices. **Continuous Learning** - Keeping up-to-date with industry trends, emerging technologies, and best practices in IT infrastructure management and cybersecurity. - Regularly enhancing skills and knowledge through training and self-learning, applying new insights to the role.

Dimensions	Direct reports	0
	Total staff overseen	0
	Internal contacts	All business Functions
	External contacts	Vendors
	Planning outlook	18 months
	Problems solved	As per Technical Support above.
	Financial authority	N/A

Job title	Infrastructure and Security Specialist

Area	Essential	Desirable
Personal effectiveness	• Strong expertise in administering and maintaining compute, storage, network and cybersecurity systems. • Familiarity with both on-premise and cloud environments. • Ability to troubleshoot and resolve complex infrastructure and cybersecurity issues. • Capacity to analyse technical data and identify areas for improvement in the IT infrastructure. • Proficiency in creating clear, accessible, and comprehensive system documentation. • High degree of self-motivation with the ability to work independently as needed. • Exceptional organisational skills, capable of prioritising and managing multiple tasks, and meeting deadlines. • Flexibility in the face of changing needs and priorities, with the capacity to manage multiple tasks simultaneously. • Resilience in overcoming challenges and obstacles. • Ability to work effectively as part of a team, collaborating closely with colleagues and stakeholders. • Willingness to share knowledge and learn from others. • Commitment to staying updated on the latest industry advancements and best practices. • Willingness to continuously improve personal skills and knowledge, and to apply learnings to the role. • High level of attention to detail, ensuring all tasks, especially system documentation, are completed thoroughly and	• Knowledge of industry best practices for managing IT infrastructure and responding to cybersecurity incidents. • A creative mindset that is open to new ideas and approaches.

	accurately. • Ability to identify potential issues and improvements by thoroughly analysing technical data.	

Technical effectiveness	• Comprehensive knowledge and experience in administering and maintaining compute, storage, and cybersecurity systems across both on-premise and cloud environments.
	• Familiarity with the configuration, administration and maintenance of the following datacentre and end-user technical platforms (or equivalent):
	    ◦ Cisco networking
	    ◦ LAN/WAN (incl. VPN)
	    ◦ Major-brand server hardware (Cisco, HP, Dell, etc.)
	    ◦ Major-brand datacentre storage hardware
	    ◦ VMware vSphere / ESXi
	    ◦ Microsoft Windows server and client operating systems
	    ◦ Microsoft 365
	    ◦ Microsoft Active Directory
	    ◦ Microsoft Azure Active Directory
	    ◦ Cybersecurity tooling (Malware prevention, software/hardware firewalls, encryption, etc.)
	    ◦ Unified Communications (e.g. Cisco Call Manager, Teams, etc.)
	    ◦ Microsoft Windows (incl. deployment services)
	• Strong understanding of IT security principles, best practices, and emerging trends.
	• Experience in responding to cybersecurity incidents,
		• Certifications in relevant areas such as on-premise and cloud architecture (e.g. Microsoft Certified, Oracle Cloud Infrastructure Professional, Cisco CCNA)
		• IT service management (e.g., ITIL Foundation / Advanced)
		• Cybersecurity (e.g. CISSP, CompTIA Security+, etc.)
		• Experience working within an ISO 27001 certified organisation.

	including identifying, mitigating, and resolving threats. • Proficiency in creating, maintaining, and updating comprehensive system documentation. • Familiarity with documentation tools and standards. • Proven ability to diagnose and resolve complex infrastructure and cybersecurity issues. • Experience providing 3rd line technical support. • Demonstrated ability to provide technical support during the implementation of IT projects, including infrastructure upgrades and migrations. • Commitment to staying updated with the latest technological advancements and cybersecurity trends. • Willingness to continuously improve technical skills and knowledge, applying new learnings to the role. • Familiarity with managing vendor relationships, understanding their product offerings, and leveraging their technical support when required. • Understanding of IT best practices, including ITIL or other service management frameworks. • Ability to apply these best practices to day-to-day work to ensure the efficiency and effectiveness of IT services.	
Acquired experience & qualifications	• Good standard of written and spoken English • Strong written and verbal communication skills • Minimum 3 years' experience working in a technical infrastructure role (incl. compute, networks, storage and cybersecurity)	• Excellent communication skills, with the ability to convey complex technical concepts to diverse audiences.

Other Requirements		

GREEN