

Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details	
Faculty/Directorate	Information Systems and Digital Services (ISDS)
School/Department	Professional Services
Team	Web Team
Job Title	Senior Azure Infrastructure Engineer
Grade	8
Hours of Work	37 hours per week
Contract Duration (Perm/Fixed Term)	Permanent
Reports To (Job Title)	Infrastructure Team Leader
Responsible For (Job Title)	N/A

Principal Accountabilities

Reporting to the Infrastructure Team Leader and working closely with infrastructure engineers varied in levels of skills and responsibility.

As a senior infrastructure engineer you will provide technical expertise, support and specialist advice in delivering operational infrastructure services for a specialist area (Cloud/Web Team). Services which all University staff and students depend on for access to business-critical IT systems.

Supports the delivery of University and ISDS projects by leading on infrastructure technology tasks and deliverables of work packages.

A key element to this role is the ability to work with authority and to foster and maintain excellent working relationships with staff at all levels across.

Support risk and issue management, identifying and managing risks and issues to mitigate key process and operational risks relating to the effective delivery of specialist area.

Key Tasks

Technical Expertise, Skills and Experience

Demonstrate a strong technical background in one or more of the specialist focus areas for the role in order to deliver sound technical systems management.

Ability to provide technical authority on specialist focus area.

Ensure that the infrastructure senior management team and team leaders are kept informed of progress and in particular are told of major problems and/or issues in a timely manner.

Mentor and coach technical infrastructure engineers across the department.

Provision and upgrade business critical infrastructure systems, including hardware installations and software configurations.

Pro-active monitoring of infrastructure systems to identify issues before they cause incidents and impact services for students and staff.

To ensure that all systems within area of responsibility have well developed and maintained documentation.

Horizon scanning – demonstrate acute awareness of sector trends and emerging technologies, reviewing options and being confident in making recommendations for developments to the senior management team.

Business Engagement and Development

Develop and maintain successful relationships with application business and technical owners.

Develop and promote best practice and a collaborative style of working across the Infrastructure & Operations Department and with other support services.

Service Enhancement, Policy Adherence and Development

Support and promote the implementation of infrastructure and wider ISDS processes, working with colleagues across the department to address any specific process areas for improvement

Develop and maintain any relevant end to end service monitoring which supports efficient service delivery.

Work closely with the Service Management Office to ensure ITIL maturity and efficient process integration, particularly for Incident, Problem, and Change management.

Support service management activities, including design, configuration, implementation and service delivery in relation to those services for which the role is accountable.

Support strategic aims of the organisation, such as shift left improvements, first contact resolution and customer satisfaction focus are reflected in the day to day delivery of the services

Strategic Projects

Support the delivery of ISDS and University projects by leading on work package infrastructure related tasks, planning and organising work ensuring efficient and effective achievement of objectives and timescales.

Participate in formal internal and external networks and monitor sectoral trends to inform current and future strategic projects for ISDS and the University.

Other Responsibilities

Support the Team Leaders and Senior Management by providing authoritative technical detail when required, for reports and presentations to ISDS and University committees and groups (portfolio boards, project boards) for their specialist area.

Risk & Issue Management: Identify, escalate and assist with the work to mitigate key process and operational risks relating to the effective delivery of the University IT services for which the role is accountable.

Special Features

Attendance at any of the University's locations within or outside normal working hours may be necessary.

You will be expected to provide occasional evening and weekend cover for both scheduled tasks and emergencies as part of an agreed scheme.

Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.



Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Strong inter-personal and networking skills, with the ability to establish positive and effective working relationships with diverse groups of stakeholders.	E
		1.2	Very good problem solving and analytical skills, with the ability to work proactively and collaboratively to resolve issues.	E
		1.3	Excellent written, presentational and oral communication skills, including the ability to convey complex information to a range of audiences.	E
		1.4	Excellent organisational and time management skills with proven ability to manage and balance a complex workload.	E
		1.5	Ability to work flexibility, proactively and independently and be comfortable with ambiguity.	E
2	General & Specialist Knowledge	2.1	Expert knowledge of new developments and industry trends in providing and supporting infrastructure technologies and services.	E
		2.2	Ability to analyse and troubleshoot highly complex technical infrastructure issues.	E
		2.3	Knowledge of Incident Management, Availability and Capacity Management, Service Introduction, Change Management and Service Level Management	E
				E

		2.4	<p>Specialist skills, knowledge and experience in the following;</p> <ul style="list-style-type: none"> • Extensive Knowledge of Azure and in particular the following components: <ul style="list-style-type: none"> ○ ASE's (Application Service Environments). ○ ASP's (Application Service Plans). ○ Virtual Machines. ○ Function/Logic/Web Apps. ○ APIM and Application Gateways. ○ Load Balancing. ○ Network Security in Azure. ○ Automation: Az PowerShell, Azure CLI, ARM templates and Azure DevOps. ○ Security: Security Centre and Policies. ○ Windows and Linux experience. ○ Understanding and experience of solutions such as Kubernetes and Terraform. • Knowledge of private cloud platforms, specifically VMware to support migration of services: <ul style="list-style-type: none"> ○ ESXi. ○ NSX Security. ○ Resource Analysis and Migration Planning to Azure. • Strong knowledge of Microsoft DevOps. • Experience of Enterprise-scale services both on-premise and in the cloud. • Strong focus on Security. • Ability to communicate work completed clearly via documentation and training other team members. • Communicating and presenting complex information to technical and non-technical stakeholders, both verbally and in written form. 	
3	Education & Training	3.1	ITIL training / service management accreditation	E
		3.2	A degree or substantial relevant experience	E
4	Relevant Experience	4.1	Experience of working with IT service management processes or as part of an IT service management function	E
		4.2	Experience of leading technical work streams and providing high-level support to multiple and complex projects or priorities, ensuring high quality and timely delivery.	E

		4.3	Experience of delivering IT Services in Higher Education or a similar complex organisation	E
5	Special Requirements	5.1	Willingness to work outside normal working hours on occasion	D
Date of Revision		March 2021		