| | **Infrastructure Engineer** |
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| CITY**BUILDING** (Glasgow) LLP | **Reporting to Infrastructure Manager** |

**Purpose of Role**

The Infrastructure Engineer role has responsibility for designing, implementing, and maintaining the servers, networks and applications that support City Building's IT operations. This role encompasses the delivery, integration and management of Microsoft (and other cloud, as appropriate) services alongside traditional infrastructure components, ensuring stable, secure and scalable infrastructure to support business solutions and enable digital transformation initiatives.

**Key Contribution Areas**

**Infrastructure Design and Planning**

- Collaborate with the Infrastructure Manager and other stakeholders to design scalable and resilient infrastructure solutions, utilising SaaS/cloud solutions where appropriate.
- Evaluate existing infrastructure and propose improvements to enhance performance, reliability, and security.
- Plan and implement infrastructure upgrades and migrations to meet evolving business requirements.

**System Implementation and Deployment**

- Configure and deploy servers, networking equipment, storage solutions, and other infrastructure components.
- Implement virtualisation technologies to optimise resource utilisation and enable rapid scalability.
- Automate deployment processes using scripting and configuration management tools to streamline operations.

**Microsoft Services Implementation and Configuration**

- Deploy and configure Microsoft services, including Exchange Online, SharePoint Online, Teams, and other collaboration tools.
- Integrate Microsoft services, including Azure, OneDrive, SharePoint Online and Teams with existing infrastructure and desktop components such as Active Directory, identity management systems, and single sign-on solutions.
- Configure security and compliance features within Microsoft 365 to meet organisational requirements and regulatory standards.

**Monitoring and Performance Optimisation**

- Pro-actively monitor infrastructure performance, availability, and security using appropriate tools and techniques.
- Identify, troubleshoot, and resolve issues related to performance, capacity, and security vulnerabilities.
- Implement proactive measures to optimise resource utilisation and prevent downtime.

**Security and Compliance**

- Working with external specialist partners as necessary, implement security best practices to safeguard infrastructure against unauthorised access, data breaches, and cyber threats.
- Ensure technical compliance with regulatory requirements and industry standards related to data security and privacy.
- Using external partners where required, conduct security assessments and audits to identify and address vulnerabilities in the infrastructure.

**Incident Response and Disaster Recovery**
- Contribute to the development and maintenance of disaster recovery plans and procedures to minimise the impact of infrastructure failures or disasters.
- Respond promptly to incidents and outages, following established protocols and procedures.
- Contribute to post-incident analysis to identify root causes and support the implementation of preventive measures.

**Collaboration, Documentation & Knowledge Sharing**
- Collaborate with other IT and wider business teams to support the deployment of server-based applications and services.
- Document infrastructure configurations, procedures, and best practices to facilitate knowledge sharing and training.

**Functional/Technical Knowledge and Skills Required**
Core skills required:

- Proven experience in designing, implementing, and managing enterprise-level infrastructure solutions across hybrid hosting environments (on-premise, co-location, cloud).
    - Deep proficiency in configuring and administering:
    - Servers (such as Microsoft Windows, RedHat Linux).
    - Virtualisation platforms (such as VMWare vSphere, Microsoft Hyper-V).
    - Hyperconverged infrastructure (such as Nutanix).
    - Storage systems (such as NetApp).
    - Networking equipment/services (routers, switches, firewalls, VPNs).
- Strong knowledge of network protocols and technologies (such as TCP/IP, DNS, DHCP, VLANs, etc.).
- Understanding of cloud computing concepts and experience with designing, deploying, and managing public cloud platforms (such as Azure, AWS, GCP).
- Experience of working with co-location hosting partners
- Demonstrable exposure to configuring and managing Microsoft 365 and Azure services (including Entra), covering migration activities and business user deployment/support.
- Knowledge of infrastructure security best practices and experience implementing infrastructure security controls and monitoring solutions.
- Specific knowledge of configuring infrastructure and end-user services to manage security threats such as phishing, malware, and data breach prevention, as well as implementing encryption and access control policies.
- Hands-on experience of scripting solutions (such as Microsoft PowerShell, Python, Bash).

**Desired additional skills:**
- Experience with infrastructure configuration management/automation solutions and service orchestration/provisioning tools (such as Azure Automation Tools, Ansible, Puppet, Chef, Terraform, CloudFormation).
- Experience with containerisation technologies (such as Docker, Kubernetes).
- Certifications such as networking (CCNA, CCNP), and/or MS Azure/365/Server, AWS, GCP, VMWare, Nutanix, NetApp platform/server administration, or similar.

**Personal Capabilities Required, e.g. skills, attitude, strengths**
**Mindset**
- Proactive, "can do" attitude.
- Excellent analytical and problem-solving skills with the ability to troubleshoot and resolve complex technical issues.
- Ability to multitask and provide focused attention on high-priority issues to ensure all important activities are addressed when dealing with a wide variety of activities that compete for their (and their team's) time and attention.

**Relationship Building & Collaboration**
- Excellent relationship and stakeholder management skills for both internal and external contacts.
- Ability to work effectively in a team environment.

**Communication**
- Effective verbal and written communication skills to keep stakeholders informed, influence decisions and develop healthy relationships with IT leadership, peers, and partners.

**Managing Change**
- Experienced in using change control protocols.
- Understanding of project management and agile/product development practices.

**Conditions**

Your contracted hours of work will be 36 per week to be worked to suit the needs of the business. Initial engagement will be 3 months full-time in the office with a move to hybrid working thereafter.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health Safety and welfare legislation.