



Role Profile

Role Details			
Role Title	IT Infrastructure Engineer	Section	IT
Division	City Building Glasgow	Report To	IT Infrastructure Manager
Grade/Salary	SCP(37)	Date Completed	23/04/2026
Company Overview			
<p>City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations.</p> <p>City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.</p> <p>Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base.</p> <p>Our Values</p> <p>Excellence: to deliver quality in everything we do.</p> <p>Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.</p> <p>Trust: to be trusted by our employees, clients and partners.</p> <p>Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.</p> <p>Community: to play an important role in the communities of Glasgow we serve. Providing first class services together with jobs and training opportunities for local people.</p> <p>Ambition: to build a culture of excellence, through continuous improvement to deliver outstanding services for all of our customers. All whilst being an employer of choice within the city providing high quality and skilled jobs.</p> <p>Our Vision</p> <p>Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value. We will play a key role in supporting our members to address our common priorities through our unwavering focus on resident/customer resident satisfaction, resident/customer value and resident/customer trust. In doing so we will be recognised by our</p>			

residents, customers and partners as playing a significant role in making Glasgow a great place to live.

Role Summary

As an IT Infrastructure Engineer, you will be responsible for delivering, maintaining, and optimising robust, secure, and scalable infrastructure services that underpin the organisation's critical business operations.

You will act as a technical specialist and trusted advisor, translating complex technical requirements into practical infrastructure solutions. Your expertise will ensure that City Building's systems, networks, and platforms remain reliable, resilient, and aligned with organisational needs while supporting future growth and innovation. Working closely with internal stakeholders, project teams, and external partners, you will help implement, and support infrastructure components across on premises, cloud, and hybrid environments. You will have experience with modern infrastructure technologies, automation, and best practices that enhance performance, efficiency, and service delivery.

As the IT Infrastructure Engineer, you will contribute to technical standards, enforce security and compliance requirements, and help drive continuous improvement across the IT department.

At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

Role Outputs

Role Output:	Includes the Requirement to:
Engineering	<ul style="list-style-type: none"> - Manage hybrid infrastructure and support cloud migration projects, including server workloads, storage, and application services. - Implement best practices for cloud governance, automation, cost optimisation, and security. - Develop opportunities for templates and automation pipelines. - Administer, configure, and optimise Microsoft Entra ID, including identity lifecycle management, conditional access, and federation services.
Infrastructure Management	<ul style="list-style-type: none"> - Maintain and enhance core infrastructure services including servers, networking, virtualisation, storage, and backup solutions. - Oversee Active Directory, Group Policy, DNS/DHCP, identity management, and authentication systems. - Manage virtualization platforms. - Ensure high availability, resilience, monitoring, and performance tuning across the infrastructure estate.
Cyber Security & Compliance	<ul style="list-style-type: none"> - Work closely with Information Security to enforce security baselines, patching policies, and regulatory compliance. - Implement security tools such as endpoint protection, SIEM, identity protection, and conditional access. - Support risk assessments, vulnerability remediation, and infrastructure hardening.
Project Delivery	<ul style="list-style-type: none"> - Produce high-quality technical documentation. - Work to project deadlines. - Collaborate with vendors, partners, and internal stakeholders to deliver complex technical solutions.
Operational Support	<ul style="list-style-type: none"> - Provide third-line technical support across the infrastructure environment. - Troubleshoot and resolve escalated incidents and problems. - Participate in an out-of-hours support rota (if applicable).

Key Behaviours and Competencies	
Behaviours and Competencies:	Includes the Requirement to:
Innovation	<ul style="list-style-type: none"> – Identify and support new approaches and digital solutions. – Encourage a culture learning, and improvement. – Challenge established thinking where appropriate.
Attention to Detail	<ul style="list-style-type: none"> – Produce accurate, high-quality outputs. – Ensure robust analysis and documentation. – Monitor quality standards across all deliverables.
Effective Communication	<ul style="list-style-type: none"> – Translate complex business and technical issues into accessible insights. – Adapt communication style for technical and non-technical audiences. – Present information clearly and confidently.
Collaboration	<ul style="list-style-type: none"> – Build positive, productive relationships across business, IT, and external partners. – Participate in workshops and joint problem-solving. – Contribute to team and cross-functional success.
Adaptability	<ul style="list-style-type: none"> – Embrace change and respond flexibly to evolving priorities. – Demonstrate resilience in the face of ambiguity or challenge. – Support others through periods of transition and uncertainty.
User Focus	<ul style="list-style-type: none"> – Advocate for user needs and experiences in all solutions and improvements. – Use feedback to refine processes and systems. – Ensure outcomes deliver tangible value for users.
Continuous Learning	<ul style="list-style-type: none"> – Keep skills and knowledge up to date with industry and technology trends. – Seek opportunities for self-improvement and development. – Share knowledge and best practice with colleagues.
Professionalism and Integrity	<ul style="list-style-type: none"> – Act ethically, with discretion and integrity in all dealings. – Uphold organisational values and codes of conduct. – Handle sensitive information responsibly and confidentially.
Person Specification	
<ul style="list-style-type: none"> – Strong communication skills and ability to translate technical concepts for non-technical stakeholders. – Proactive, solution focused-focused, and able to drive continuous improvement. – Ability to lead technical initiatives independently while working collaboratively in a team environment. – Excellent problem solving-solving and analytical skills. 	
Requirements	
<p>Qualifications/Certification/Experience level:</p> <ul style="list-style-type: none"> – Proven experience in an infrastructure engineering role within a complex environment. – Excellent understanding of hybrid Active Directory, Azure AD, and identity management. – Experience with virtualisation platforms. – Experience with M365 administration and security features. – Strong networking knowledge (routing, switching, firewalls, VPN). – Experience administering enterprise backup solutions — Rubrik experience highly advantageous. – Solid understanding of ITIL processes, monitoring, and service management. – Experience designing and supporting resilient, secure enterprise solutions. 	

Desirable Skills

- Hands-on experience with Microsoft Azure (IaaS, PaaS, identity, networking, security).
- Proficiency in PowerShell and automation tooling.
- Microsoft certifications (AZ104, AZ305, MS100/101, or equivalent experience).-104, AZ-305, MS-100/101, or equivalent experience).
- Experience contributing to or leading previous cloud migration projects, including workload assessment, planning, execution, and post-migration optimisation.
- Backup, DR, and business continuity planning experience.
- Familiarity with enterprise Wi-Fi solutions and network segmentation.

Interdependencies

- IT Management
- IT Section
- Management
- City Building Employees
- Support Service Areas
- All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly

Conditions

Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.

Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.

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