Role Summary

This role is a key position in Foster + Partners fast paced and dynamic IT Infrastructure team who are responsible for the design, implementation, support and maintenance of key IT services that form the backbone of the IT environment. The members of this team work closely with other functions in the IT department and maintain direct relationships with key suppliers such as Microsoft and VMWare.

Good team work, communication skills and an ability to work to deadlines are essential. We are seeking people with experience in some or all of the following areas:

Active Directory, VMWare, Windows Server, Systems Centre, Exchange\O365, Data Centre Operations, Networking, Firewalls, Proxies, IT Security.

Job title: IT Senior Infrastructure Engineer

Reporting to: IT Infrastructure Manager on a day to day basis and ultimately to the Head of IT Operations.

Responsibilities:
- Management, maintenance and support of Windows server environment in UK and international offices
- Management and administration of Active Directory and domain controllers.
- Management, maintenance and support of VMware Infrastructure
- Maintenance and Support of Microsoft System Centre (SCOM\SCCM)
- Data Centre operations/environmental management
- Management, administration and support of Microsoft Exchange and Office365
- Maintenance and support of license and SQL database servers
- Management, maintenance and support of LAN networking (Brocade\Avaya).
- Management, maintenance and support of Aruba wifi networking.
- Understanding of Proxy technologies (Bluecoat).
- Understanding of Firewall technologies (Checkpoint).
- A good understanding of security principles
- Supplier management of managed services.
- Planning and implementation of disaster recovery services for key systems
- Prepare specification, design and test plan documents
- Undertake capacity planning and input into IT budgeting process
- Maintain and monitor systems to ensure high availability to the business
- Maintain IT procedures and documentation
- Provide support for all technologies managed by the team
- Monitor and respond to incidents and requests in the workflow management tool
- Adhere to the change management policy
- Work on an out of hours support rota to address business critical support issues
- To contribute, or otherwise assist as required by IT Management
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
- Thorough knowledge of and compliance with F+P procedures and standards

Qualities and skills required
Essential:
- Able to demonstrate ability to undertake the above responsibilities

- Legally able to work in the country in which the position is based
- Excellent written and communication skills
- Willingness to assist others and learn new skills
- Excellent customer service skills
- Willingness to travel on company business as appropriate
- Able to work independently and as part of a team
- Able to build good relationships at all levels, internally and externally
- Resilient to cope with conflicting demands and tight deadlines, able to prioritise duties and work under pressure while remaining calm and professional at all times
- Ability to manage sensitive and sometimes confidential information
- Ability to manage and prioritise tasks and time effectively
- Able to demonstrate initiative and a proactive approach to daily tasks
- Excellent organisational skills
- Self-motivated and able to take responsibility
- Good interpersonal skills
- Able to work as part of an effective team assisting and supporting team members

Essential Technical Skills:
- VMWare Infrastructure management
- TCP/IP, DNS and DHCP
- Microsoft Server operating systems Win2008 - 2012
- Active Directory
- Server hardware
- Print server management
- Networking experience

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.