**Purpose:** To deliver high standards of 1st, 2nd and 3rd line IT support for all hospital staff and users. Plan and implement project-based work to support defined strategic goals

**The post holder will**:

* Work within the Hospital IT team, plan and implement high standards of 1st, 2nd and 3rd line IT support for all hospital staff and users
* Operate in compliance with the Hospital’s IT practices and procedures to defined service level agreements.
* Be expected to plan and implement project-based work supporting defined strategic goals.
* Cover an extended day shift pattern between 08:00 – 18:00 5 days/week and occasional requirement for out-of-hours and weekend working
* Follow standard operating policies and procedures of work however they are expected to use their initiative and make decisions regarding prioritising their own workload to deliver the role effectively

**Reporting Line**

**Role Profile – Infrastructure Engineer**

Head of IT

Infrastructure Engineer

IT Support Services Team Leader

**Key Result Areas**

* Undertake a wide range of technical work to support the end-to-end IT service delivery function, including the logging, ownership and management of incidents; communication with stakeholders; implementation of agreed solutions; problem solving and escalation of unknown solutions; produce and maintain documentation; take an active role in knowledge sharing amongst the IT team.
* Undertake routine, planned and emergency maintenance/changes to IT systems as allocated e.g. servers, security solutions, virtual technology, storage technology, thin client technology, remote access, Active Directory, deployment tools etc.
* Plan, implement and test new solutions and upgrades as assigned
* Responsible for the documentation and maintenance of operational procedures and policies
* Responsible for advocating Information Security best practice at all times
* Assist with developing local delivery plans and the overall IT strategy

**Skills and Experience**

* Solid understand of Microsoft Server
* DHCP, DNS, Active Directory and Group Policy
* VMware, ESX Hosts and configuration.
* Network management experience ideally Cisco Meraki
* Netapp Storage Manager
* Exchange Management Console
* VMTools
* Office 365 Hosted Exchange (Azure)
* Firewall administration
* Citrix published Apps using Xenapp (application packaging)
* VoIP Telephone systems
* Microsoft SCCM, WSUS
* Print servers, MFD’s, Desktop Printing
* Microsoft SQL
* Endpoint Protection, Mobile Devices, InTune
* Monitoring tools e.g. PRTG, Solarwinds
* Microsoft Licensing models.
* Experience of working within a Service Desk environment using the ITIL framework
* Educated to post-graduate degree level or equivalent experience
* Relevant IT qualifications i.e. ITIL, MCP
* Demonstrable experience of carrying out implementations and upgrades

**Measurement**

* The postholder is expected to be familiar with, and work in line with, the Hospital’s values
* Performance will be measured against the specific objectives, targets and “values-led” behaviours as identified and agreed within the Performance & Development Review (PDR) process



**Values**