Senior Infrastructure Engineer

The role

The rundown: You’ll lead on improving and maintaining our core infrastructure services which encompass LAN, WAN, Server and Telecommunications technologies. You’ll configure, implement and support our infrastructure systems, work with external cloud hosted providers and be the major escalation point for any unresolved issues from service desk teams.

The detail: day-to-day work

- Line Manage Infrastructure Engineer
- Provide 3rd Line support within agreed SLA’s and OLA’s
- Lead on implementing new technology as well as upgrading existing
- Assist with advising and recommending external 3rd party support/consultancy organisations
- Make sure all infrastructure changes are completed in accordance with the group IT policy for change as Change Manager.
- Provide expert guidance and infrastructure Support to the Technology department and business initiated change
- Provide strategic infrastructure guidance in project planning and new system implementations
- Produce and monitor performance and maintenance reports relating to IT platforms and infrastructure
- Ensure appropriate IT infrastructure capacity to ensure optimum system performance
- Assist in developing IT budget for IT

You’ll take ownership for:

- Implementing new technology
- Upgrading existing technology and monitoring services to ensure availability of Line of Business applications operating in our core infrastructure
- Ensuring operational excellence of our infrastructure including LAN and WAN systems; inter/intra/extranet systems; database management, voice and communications systems; messaging systems

We succeed when we work together. Here’s who you’ll be working with regularly:

- IT Operations Manager
- IT Service Desk
- Technology Management Team
About you

The essentials:

You will have extensive experience overseeing the deployments and maintenance of the server systems identified within the technical architecture strategy, including:

- LAN and WAN systems
- Inter/intra/Extranet systems
- Database management and storage systems
- Voice and communications systems (SfB)
- Cyber Security Infrastructure
  
• Able to identify, prioritise, and solve complex server and network-related problems
  
• Excellent management and leadership skills
  
• Proven track record at working in a fast-paced complex and dynamic environment
  
• Working in an environment with more than 600 staff members
  
• Good understanding of cloud technologies especially Microsoft Azure/AWS
  
• Good working knowledge of Microsoft Active Directory
  
• Excellent knowledge of Microsoft Office 365
  
• Excellent fault, diagnostics and monitoring skills
  
• Good understanding of Microsoft Windows Update Service Server
  
• Good understanding of backup technologies
  
• Ability to prioritise work load and manage expectations under pressure
  
• Ability to work out of hours on an agreed basis

The nice to haves:

You will have proven experience in: Anti-Virus software, Microsoft PowerShell, Microsoft SQL administration, Google Docs, SharePoint administration, Meraki technologies, storage technologies (NAS and SAN etc.), Microsoft Windows Deployment Server

More info on how the role fits in with the rest of the team and charity:

You’ll report to: **IT Operations Manager**

This position is a level 3 role. Take a look at our role levels and where you’ll fit in on our [Working for us webpages](#) (under Pay and Benefits).

The responsibilities of this role are subject to change depending on business need.
More about working for us

There’s lots of great stuff about working here. For full details pop over to our webpages.

Our culture: We live by our principles. They underpin our culture and identity. And inform everything we do. Find our more about our cultural principles.

Diversity and inclusion: Together we’re creating a culture where everyone, from any background, can do their best work. We particularly welcome applications from disabled, Black, Asian and Minority Ethnic (BAME), Lesbian, Gay, Bi, Trans including non-binary (LGBT+) candidates, and candidates whose socio-economic background reflects that of the pupils we work with. These groups are underrepresented at Teach First and we’re committed to better representing the communities we serve.

We’re signed up to the Association of Chief Executives of Voluntary Organisation and the Institute of Fundraising’s principles which aim to address the racial diversity deficit in charity leadership. We are Stonewall Diversity Champions. We want you to be able to bring your whole self to work. Find out more about what we’re doing to improve diversity and inclusion.

Our benefits: Our mission is critical and the work’s important, but so’s your life. We’ve put together a benefits package that means you can live and work well. Find out more on our Working at Teach First webpages.

This role is suitable for agile and flexible working

Our agile way of working gives you flexibility. Need to start late, finish early or fancy a change of scenery? That’s fine, our Agile Working policy focuses on what you achieve, not presenteeism.

If you need a set and regular working pattern to support your life have a chat with us about flexible working options. Over 100 of us already have a flexible working agreement, with more than 70 different working patterns in place. We’re ready to hear your request. Find out more via our flexible working policy (available on our working for us webpages).

Building a fair education for all.
And a great place to work.