



Directorate:	Information Technology Services (ITS)
Capability :	Application, Support & Infrastructure
DDAT Profession:	Y
DDAT taxonomy family:	Infrastructure Engineering
DDAT Role level:	Senior Infrastructure Engineer
DDAT Market Force Led (MFL) Pay framework:	Yes
Job Title:	Technical Infrastructure Engineer
Grade:	SEO
People Management Accountabilities (Y/N)	Y

Job Purpose/Role Description

The role holder will manage IT systems on and off premise. They will also support software and infrastructure development projects. The role holder will be expected to work with minimal supervision.

The role holder will be expected to be the technical lead and develop their team community.

Main Responsibilities: (Work Activities)

1	Works within a team as a subject matter expert with a wide range of systems or in-depth product knowledge without supervision helping to define and implement technical best practice.
2	Leads technical implementation of small and medium infrastructure change. Contributes into large infrastructure change and technical designs, including identifying risks. Works within a technical framework of the Project to meet customer requirements
3	Takes a technical lead, promoting knowledge sharing and development of other team members both inside and outside of the group. Supports and stands in for the team leader as necessary.
4	Manages systems within OLA/SLA, proposing, defining improvements and implementing changes to meet service level requirements. Monitors performance through statistical reporting and analysis
5	Contributes to the definition of operational processes, (both internal and external) and dealing with customer escalated problems
6	Establishes working relationships with the customer and relevant operational units, at the appropriate technical and/or management level, to understand the requirements of the customer's business in order to deliver and enhance the service.
7	Takes ownership for obtaining the information required to diagnose and resolve complex problems. Engages with third parties/vendors to jointly resolve in-depth product issues where necessary. Proactively analyses information and trends, proposing action to resolve problems, maintain and enhance service.
8	Stays up to date with new products, tools and techniques, encouraging their use within the business to promote continuous improvement of capability.

Technical Capabilities – SFIA (maximum of 6)

1	IT Infrastructure (ITOP)	Level 4
2	Requirements Definition and Management (REQM)	Level 4
3	Technical Specialism (TECH)	Level 5
4	Relationship Management (RLMT)	Level 5



Civil Service Behaviours (maximum of 6)		
1	Delivering at Pace	Level 3
2	Working Together	Level 3
3	Communicating and Influencing	Level 3
4	Managing a Quality Service	Level 3