ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Title: **Infrastructure and Network Engineer**

Reports to: **Infrastructure Manager**

Main purpose of the job

Working across the ROH Group the role is responsible for:

1. Development, integration and maintenance of the IT Server Infrastructure by supporting the infrastructure to ensure stability, integrity, and efficiency of operation through automation
2. Enhancing the usability of the SharePoint intranet solution and embedding it as the central tool for the dispersal of business information and reports
3. Administration of Office 365 tenancy and the Intune MDM platform
4. Development, integration and maintenance of Windows and Linux systems
5. Enhancing the usability of the Atlassian Jira and Confluence products
6. Assisting with the administration of on prem Hyperconverged/Hyper-V infrastructure as well as Cloud infrastructure within Azure and AWS
7. Working with external partners (when necessary) to build testing, QA and production environments
8. Assisting with the introduction of new cloud-based applications and technologies as necessary

Main Responsibilities

Working to the priorities set by the Infrastructure Manager:

Infrastructure Service Delivery

- Maintain and enhance Cloud Services to meet the needs of Royal Opera House
- Be a subject matter expert in Microsoft infrastructure and provide guidance to Support Staff, Super Users and other customers
- Support users in the development and maintenance of web-based business applications
- Work with Database Administrators to introduce integrations that add business value
- Champion the use of Cloud Services and promoting best practice
- Management of third line Service Desk calls related to on premise and cloud-based Infrastructure

- As part of the Infrastructure team, ensure high availability of services, reporting issues to suppliers and following up on open issues
- Support the integration between traditional, private and public cloud-based systems
- Help identify areas for potential improvements to maximize the benefit of technology investments and help integrate existing systems
- Take part in disaster recovery operations

Network Service Delivery

- Install, configure and maintain LAN/WAN network equipment including, switches, routers, firewalls, load balancers and WiFi access points
- Monitor IT infrastructure components to ensure they are running at optimal levels and to reduce unplanned down time
- Install and configure network and security monitoring systems to allow troubleshooting, performance monitoring/tuning and threats detection
- Ensure security policies and best practices are implemented and maintained end to end
- Continual development of the IT infrastructure ensuring that it is remaining abreast of new technologies in order to provide best practice and value solutions
- Analysis and resolution of escalated issues and problems encountered by customers and third parties

Project Development

- Undertake analysis, design and development for new projects as relevant, in consultation with the appropriate departments
- Engage in requirements gathering, project assessment and scoping with end users, providing appropriate runbooks for all development work
- Able to work in an agile environment, working to agreed targets and deliverables
- Champion usability and accessibility in all project development work
- Contribute to and lead specific projects and initiatives to enhance the Windows and Cloud infrastructure and support the ROH's sustainability and environmental performance
- Consult closely with the appropriate internal and external technical teams
- Keep abreast of developments in web, mobile, intranet, cloud, unified communications and other business information technologies
- Ensure the technical and design direction of information systems projects meets the ROH's business requirements

Continuous Improvement

- Keep up to date on new developments, products and services in Cloud infrastructure, network technology, compliance and best practice
- Manage own learning and continuous professional development relevant to the role; undertake any study or qualifications as required
- Uphold ROH values and behaviours: Treat each other with Respect | Be Open | Value the Highest Standards
- Support a culture and practice of continuous improvement within the team

Key Performance Indicators

- Delivery of service with 99% uptime achieved and to support our business aims and objectives
- Monitoring of systems to ensure P1 incidents are kept to a minimum
- Work effectively to department policy and to given service levels agreement in an ITIL environment
- Ensure requirements are agreed with the stakeholder community and delivered in line with PMO standards and processes
- Automation of existing processes and procedures where beneficial using MS PowerShell or other automation tools
- Effective team working and sharing of information
- Effective communication and relationship management
- Working to a culture of continuous learning and continuous improvement

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Technical Skills - Infrastructure
- Demonstrated experience in IT operations supporting a Windows enterprise
- Knowledge of the Office 365 platform and SharePoint Online
- Proven experience working in a small team delivering technical solutions to business requirements
- Experience of working with internal and external suppliers to ensure specified SLAs are met
- Experience delivering solutions to an agreed standard using agreed industry methodologies to come up with innovative solutions to unique problems facing the team and the organization with a DevOps mindset
- Experience of Linux and automation tools (PowerShell, Cloud Formation, Terraform, Ansible) or the ability to learn
- Experience of SaaS and cloud-based solutions (AWS and Azure)
- Understanding of requirements for accessibility, usability
- Empathy for visual design and branding
- Ability to keep up to date with current technology and department procedures and work to implement change effectively
- Ability to help business users to exploit new functionality within the system in a controlled and measured way using the PMO processes

Technical Skills - Network
- Extensive knowledge and experience of routing and switching, particularly with Cisco, Dell and HP products
- Good knowledge of Spanning Tree technologies, VLAN design and implementation and widely used Routing protocols such as BGP/OSPF is desirable
- Strong working knowledge of the most relevant network protocols used in an IT infrastructure such DHCP, DNS, SNMP, Radius, LDAP, IPSec, 802.1x, etc.
- Good working knowledge of Linux servers (especially Ubuntu and CentOS), Windows servers (Windows 2012 R2 and later versions) and Active Directory
- Experience with structured cabling including racking and mounting of network equipment
- Good understanding of Wireless networking

- Interest / exposure to virtualization technologies such as Hyper-V, VMWare, Hyper Converge solutions, Docker, etc.
- Interest in open source tools to implement SIEM and network monitoring solutions i.e. AlienVault, Ossec, Graylog, Nagios, etc.
- Bash and PowerShell scripting desirable
- CCNA/CCNP certification desirable

Analytical Skills
- Aware of the Digital by Default Service Standard and principles
- Good knowledge of ITIL
- Ability to think laterally and contribute to problem solving
- Well-developed analytical and investigative skills
- Ability to work with performance analysis and optimization data
- Good organisation skills with a systematic approach
- Ability to manage your time to deliver to agreed timescales your activity for agreed projects
- A passion for the detail and appreciation of the craft of your profession
- Ability to consider the user-needs and customer centricity of all development work

People Skills
- Strong written and verbal communication skills
- Able to maintain positive relations with all user groups and stakeholders
- Experience of working successfully with cross discipline teams
- Ability to work collaboratively in a team environment
- An interest in the arts and cultural sector

Learning and Continuous Improvement
- Commitment to delivering a high-quality service and high standard of work
- Ability to work to and support a culture of continuous improvement
- Commitment to managing own learning and continuous professional development relevant to the role

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.