



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Title: Junior Infrastructure Engineer

Reports to: Infrastructure Manager

Main purpose of the job

To build on a foundation level knowledge of cloud infrastructure
To develop and strengthen a broad range of skills, knowledge in technology infrastructure, working to best practice
To work collaboratively as part of the Infrastructure team, working on the priorities and goals set for the team
To work to service desk and project timelines and processes, using JIRA and other tools
To support a culture of innovation and continuous improvement

Main Responsibilities

Working to the priorities set by the Technology Infrastructure Manager:

Learning Curve

- Work consistently to understand the priorities of the technology infrastructure team, as directed
- Fulfil all designated learning requirements to become fully proficient in the range of skills, tools and in house systems to be able to become operational in the role
- Undertake any training or learning as required to become fully operational in the role
- The learning plan currently includes:
 - IT Server Infrastructure and how to ensure stability, integrity, and efficiency of operation through automation
 - Usability of the intranet solution and use as the central tool for business information
 - Administration of Office 365
 - Development, integration and maintenance of the Atlassian stack
 - Use of JIRA, Service Desk and Confluence
 - Assisting with the administration of Azure, physical infrastructure and AWS
 - Assisting with any new cloud-based applications and technologies as necessary

Service Delivery

- Maintain and enhance Cloud Services to meet the needs of Royal Opera House
- Develop skills and knowledge in Microsoft infrastructure, able to provide guidance to Support Staff, Level 2 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
- Support the use of Cloud Services and promote best practice
- Servicing of second and third line Service Desk calls related to on premise and cloud based Infrastructure
- As part of the Cloud Infrastructure team, support the 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
- Support work on areas for potential improvements to maximize the benefit of IT investments and help integrate existing systems
- Take part in disaster recovery operations

Project Development

- Undertake analysis, design and development for new projects as relevant, in consultation with the Cloud Team and Infrastructure Manager
- Support requirements gathering, project assessment and scoping with end users, providing appropriate runbooks for all development work
- Learn to work in an agile environment, working to agreed targets and deliverables
- Champion usability and accessibility in all project development work
- Support projects and initiatives to enhance the Windows and Cloud infrastructure and the ROH's sustainability and environmental performance
- Consult closely with the appropriate internal and external technical teams
- Develop a good understanding of the relevant business requirements in relation to all information systems projects

Continuous Improvement

- Play an active role in the team, contributing to the efficient running of the department
- Keep up to date on new developments, products and services in Cloud infrastructure and related technology (web, mobile, intranet, cloud, unified communications and other business information technologies)
- Contribute to a culture of innovation and continuous improvement
- Uphold ROH values and behaviours: Treat each other with **R**espect | Be **O**pen | Value the **H**ighest Standards
- Promote and foster a culture of information sharing, collaborative working and cross-team working
- Manage own learning and continuous professional development relevant to the role

Key Performance Indicators

- Successful completion of the learning plan and continuous learning objectives
- Achievement of certification in Cloud Technologies
- Successful teamwork and use of systems and processes within the Infrastructure team and with the Service Desk team
- Successful servicing of second and third line Service Desk calls related to on

- premise and cloud based Infrastructure
- Adherence to best practice processes for all aspects of the work and appropriate standards of accessibility and usability across all platforms
- Delivery of a high quality service to internal clients and with reference to agreed timescales and SLAs

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Technical Skills

- Experience in IT operations supporting a Windows enterprise
- Knowledge of the Office 365 platform and SharePoint Online
- Experience working in a small team delivering technical solutions to business requirements
- A foundation certification such as AWS Certified Cloud Practitioner
- Strong interest and aptitude for skill development in a range of technology infrastructure solutions, platforms, tools and systems (AWS, Azure, automation tools such as PowerShell)
- 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

Analytical Skills

- Aware of the Digital by Default Service Standard and principles
- 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 nature of the 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

- Ability to work to and support a culture of continuous improvement
- The ability to assimilate new information, and develop new skills or hone existing skills, to be able to deliver work to a high standard
- Commitment to managing own learning and continuous 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.