



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Title: Infrastructure 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 intranet solution and support the development of the organisation website in a DevOps culture
3. Administration of Office 365, Azure and AWS tenancy
4. Administration of the corporate network services and equipment
5. Administration of the physical hyper-converge infrastructure and VMs
6. Working with external partners (when necessary) to build testing, QA and production environments
7. Assisting with the introduction of new cloud-based applications and technologies as necessary

Main Responsibilities

Working to the priorities set by the Infrastructure Manager:

Service Delivery

- Maintain and enhance Cloud Services to meet the needs of Royal Opera House
- Be a subject matter expert in Microsoft infrastructure and will be able to 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 second and third line Service Desk calls related to on premise and cloud based Infrastructure
- As part of the Cloud 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 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 Head of Technology Operations
- 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, 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 and support our goals for diversity and inclusion
- Support a culture and practice of continuous improvement within the team

Key Performance Indicators

- Achievement of certification in Cloud Technologies
- Ensure appropriate standards of accessibility and usability are deployed across all platforms
- Control the configuration of Microsoft Azure and ensure the environment is correctly managed by the 3rd party suppliers where applicable
- 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

- Demonstrated experience in IT operations supporting a Windows enterprise
- Knowledge of the Office 365 platform
- 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
- Some experience of Linux distributions and maintaining web based applications, also scripting languages (PowerShell, Python or Bash) and automation tools and IaC technologies (Terraform, Ansible or Jenkins) or ability to learn
- Experience of SaaS and cloud-based solutions (AWS and Azure)
- Experience in network services operations and administration
- Understanding of requirements for accessibility, usability
- 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

Analytical Skills

- Good knowledge of the ITIL Framework
- Well-developed analytical and investigative skills
- Ability to think laterally and contribute to problem solving
- 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.