



# ROYAL OPERA HOUSE

## **JOB DESCRIPTION**

**Title:** Infrastructure Engineer  
**Reports to:** Senior Infrastructure Manager

## **MAIN PURPOSE OF THE JOB**

Working effectively as part of the IT Infrastructure team, you will report to the Senior Infrastructure Manager and be responsible for the successful development and delivery of a reliable IT hybrid infrastructure, ensuring high availability, sustainability and efficiency of our enterprise, applications, hardware and services.

You will design, build, monitor and maintain the IT infrastructure and support the introduction of new services and applications using some of the latest technologies. You will also act as Subject Matter Expert in Microsoft technologies and solutions providing high quality 3<sup>rd</sup>/4<sup>th</sup> line support (including OOH), root cause analysis and/or end to end troubleshooting of incidents and problems escalated as per ITIL processes and provide mentoring to junior members of the team.

## **Key Responsibilities**

- Install, configure, upgrade and maintain Windows Servers 2012/2016/2019/2022 in both Azure, AWS and our Hyper Converged on premises infrastructure
- Install, configure, upgrade and maintain Hyper Converged virtualization clusters
- Monitor the infrastructure components to ensure optimal resource utilization, resiliency and availability, intervening when necessary, during out of hours shifts
- Develop, implement, and manage desktop management policies related to securing desktops and applying group policies
- Ensure security policies and best practices are implemented and maintained end to end across the various elements of the infrastructure and end user devices
- Continuously develop the IT infrastructure ensuring that it is remaining abreast of new technologies in line with industry standards and best practices
- Participate and deliver infrastructure projects in line with the Project Management Office goals and timelines
- Provide excellent 3<sup>rd</sup>/4<sup>th</sup> line support to resolve incidents and problems escalated from other technology teams in line with the organization SLAs

## **Job Requirements**

### **Technical Skills**

- A minimum of 3 years' experience in the role of Infrastructure Engineer
- Solid experience working within a Microsoft Windows based IT infrastructure and managing its services (Active Directory, DNS, DHCP, DFS, File and Print Services)
- Experience in deploying, maintaining and supporting Windows Server 2012/2016/2019 and later versions
- Good knowledge of virtualization technologies such as Hyper-V, VMWare or Hyper Converged solutions (Nutanix)
- Solid experience in designing, managing, manipulating and troubleshooting Group Policies Objects and MS Active Directory services
- Hands-on experience with TCP/IP protocols and network equipment
- Good knowledge of PowerShell and ability to write PS scripts from scratch
- Good knowledge of common MS Azure services and Azure AD
- Knowledge of ITIL / Agile frameworks and awareness of ITSM processes
- Ability to provide subject matter expertise and quality assurance where required
- Experience with writing good quality technical articles to produce and/or update relevant infrastructure documentation

### **People skills**

- Excellent organisational and time management skills
- Strong verbal and written communications skills
- Able to deal effectively with people at all levels and maintain positive relations with all user groups and 3<sup>rd</sup> party suppliers
- Solid analytical and problem-solving skills specifically root cause analysis and structured troubleshooting methods
- Able to oversee the work of more junior members of staff
- Ability to maintain own continuing professional development (CPD)
- Commitment to delivering a high-quality service both individually and as a team
- Work to the highest standards of team working and collaboration within the department and the rest of the organization

### **Desirable Skills**

- Knowledge of SCCM/Intune and MS 365 services (MS Teams, Exchange, etc.)
- Knowledge of network technologies including switching and routing protocols
- Interest and/or knowledge in modern configuration and automation tools such as Jenkins and Ansible
- MCSE/MSCA certification
- CCNA certification or equivalent experience
- Ability to keep up to date with current technology and department procedures and implement change effectively

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