



Role profile

This document should be completed for every role in order to facilitate effective recruitment and to ensure all employees know what is expected of them in their role.

Job details

Job title	Senior IT Engineer
Reports to	IT Manager
Department/Business stream	Central / IT

Main purpose of the role

This role is a hands on position leading a small team where you will take a lead role in delivering projects to improve systems and services across the Infrastructure & Networks, providing 3rd line support on Physical/Virtual Servers as well as management of hosted and cloud estates. You will be responsible for project and advanced technical support work relating to the company's server infrastructure including Windows Servers, VMware, SAN storage, backup, and the increasing usage of cloud services such as Office 365, and other SAAS platforms.

Key areas	Main duties and responsibilities
Strategy / roadmap	Provide input into the IT strategy based on knowledge of back office infrastructure Create roadmaps for IT services based on IT strategy Create and manage projects from inception to completion
Engineering team	Responsibility for the IT Engineering team Act as the final level of technical escalation internally to other server engineers and the Service Desk team Carrying out technical design work for updates and implementing new solutions Be technical lead during any major incident Provide line management, coaching and support to IT engineers
VMWare Environment	Support and maintenance of VMWare Infrastructure;
Microsoft Environment	Managing and administering Microsoft Office 365 Design and implementation of Microsoft infrastructure Monitor, manage and support Windows server environment across UK datacentres Support of Windows applications Design and build of new server installations Monitor Backup success Maintain license compliance
Network	Design & support of network infrastructure Support of DNS and DHCP Support of client VPN / Direct Access. Firewall configuration
Storage Area Network (SAN)	Support and maintain SAN environment SAN Volume and Capacity management
End user support	Provide 3 rd line support to end users as required Provide guidance to the IT Service Desk where requested Escalate common incidents to Problem Management



Key measures & targets

- Work towards 99.99% uptime of IT services
- Project completion

Key relationships

- IT Team, end users, vendor support

Person specification

Criteria	Requirement
Knowledge and experience	Windows Server up to 2019 Active Directory / Azure AD Exchange / Exchange Online / Office 365 VMware - managing hosts and creating VMs / Templates, Virtual networks etc. SAN environments – creation of LUN's, Volumes, Disk management Backup and DR – Veeam / CommVault / Backup Exec Other Office 365 components (Teams, SharePoint etc.) Vulnerability / patch management Security Software / Firewalls Intune SCCM Automations and scripting using PowerShell / System Centre Orchestrator Cisco Meraki switches Mimecast Barracuda Cloud Backup
Skills/Qualifications	Microsoft MCSE or equivalent; VMWare VCP; Networking and Security Educated to degree standard or equivalent Project Management Experience working in a senior IT System Administration, or IT Management position
Personal Qualities	Ability to lead a team Ability to solve problems in a logical manner Able to work with confidential information

How to apply:

careers@barhale.co.uk

We are an equal opportunities employer. We are determined that no job applicant or employee receives less favourable treatment on the grounds of sex, pregnancy or maternity, gender re-assignment, sexual orientation, religion or belief, marriage or civil partnership, age, race or disability. All information will remain confidential to Barhale and will be handled in accordance with the requirements of the Data Protection Act.